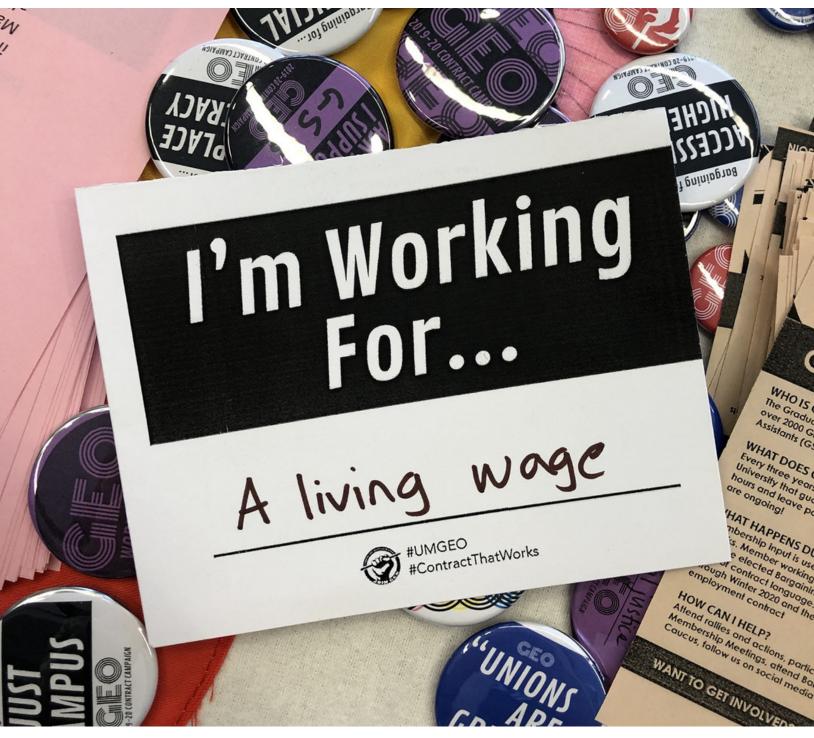


GEO BARGAINING PLATFORM



2022-23 CONTRACT CAMPAIGN

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Every three years, grad students launch a contract campaign to improve our working and living conditions. Contract campaigns involve mass participation from grad workers and negotiations with UM. The aim of these negotiations is to develop a shared employment contract that meets our needs. Graduate students at UM are currently facing serious issues with underpay and overwork. The campaign process has been historically one of the most effective mechanisms for remedying these conditions, resulting in tuition waivers, consistent raises, and zero-premium health coverage, to name a few.

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This document will give you details about the working conditions of fellow grads and the list of proposed solutions to the problems we are facing. Dozens of grad students were involved in coming up with these solutions over the summer, and dozens more discussed them throughout the Fall Term. This platform was overwhelmingly approved by 99% of GEO members at our November General Membership Meeting.

WHAT GRADS ARE FACING

AFFORDABILITY CRISIS

Since 2020, grad workers have experienced an effective pay cut due to unprecedented inflation.

A typical GSI only makes 62% of the living wage; the University leaves it up to the individual departments to fill this gap for their grad students, leading to significant inequity across departments.

A typical GSI makes
\$14,400
BELOW the Ann Arbor living wage

1:435

Ratio of staff to students at the International Center

2 in 5
women reported
sexual harassment
(UM Climate
Survey 2019)

grad students delayed medical treatment due to prohibitive costs

BURDENSOME HIDDEN COSTS

U-M fosters a culture of harassment, with catastrophic emotional, professional, and financial costs for grad students. Critical University offices (like the International Center and Disability offices) are chronically underfunded and understaffed, leading to significant

anxiety and confusion among grad students.

BARRIERS TO ACCESS

Inadequate support from the University means that grads have to

fend for themselves when attempting to meet their basic needs as students and people. For example, delays in processing in the Benefits Office meant that many grads did not have proof of insurance at the start of this term. In such situations, grads often have to scramble to come up with the money to meet their needs, further exacerbating the affordability crisis.

staff person
handling intake for
gender affirming
care at Michigan
Medicine

HOW WE GOT HERE

Grad workers decide which aspects of their working and living conditions to negotiate with the university about based on their most pressing needs and priorities. Hundreds of GEO members were involved in the creation of this first draft of the platform.

April 6, 2020 ...

GEO members ratify new contract with the University under the immense pressure of the first wave of the pandemic

Fall 2021

Over 1,200 grad students fill out a survey, identifying serious problems in our workplace

April 2022

GEO members form over a dozen Working Groups to begin developing proposals for our new platform Fall 2020

Thousands of grad students strike for a safe campus amidst the University's severe mishandling of the pandemic and campus policing

•••••••••••••March 2022

Grad workers vote to centre our campaign around the issue of affordability

• • • • • • • Summer 2022

Working Groups brainstorm, conduct research, and begin to write the proposals that form the basis of our bargaining platform

Platform Overview

In this page, you can find the problem that each Working Group decided to focus on and what their solution to that problem is in broad strokes. Clicking on the names of each Working Group will take you to their detailed analysis.

Abolition



Problem: Unaccountable and opaque approach to campus safety fails to protect us

Our solution: Unarmed, community-oriented response to public safety & financial support to transformative justice initiatives and alternatives to policing

Compensation



Problem: Our wages haven't kept up with Ann Arbor's sky-rocketing cost of living, made even worse by our lack of guaranteed funding in the summer

Our solution: A living wage for all grad workers, real wage growth throughout the contract, & equitable and transparent summer funding across departments

Disability & COVID Safety



Problem: Disabled grad students face unfair barriers and are burdened with extra costs

Our solution: Accessible infrastructure & accommodations, an end to burdensome extra healthcare costs for disabled grad students, & funding for a Disability Cultural Center and disability GSSAs

Harassment & Discrimination



Problem: Endemic culture of harassment at UM at a high cost to grad worker well-being

Our solution: Shift the costs of harassment and discrimination from individual grad workers to the university & create a safe workplace by holding faculty accountable for discriminatory behaviour

Healthcare



Problem: Out-of-pocket costs are prohibitively high & grad students face gaps in coverage

Our solution: Reduced out-of-pocket costs for all students & secure affordable healthcare for all 12 months of the year

International GSIs



Problem: IGSIs have to shoulder burdensome extra costs & face complicated barriers to inclusion without adequate institutional support

Our solution: Shift the gratuitous costs of being an international student worker to the University & ensure that the revenue generated from the International Student Fee benefits international students

Masters Workers



Problem: Masters students lack predictable GSI appointments and face an opaque and decentralized process for applying to these positions.

Our solution: Transparent & equitable access to GSI/GSSA positions among MA-level students

Payments 4 Placements



Problem: Social Work students must intern for 900 hours (!) without compensation

Our solution: A \$20 / hour minimum wage for Social Work Masters' students working placements

Parents & Caregivers



Problem: Childcare is completely unaffordable & carers need more flexibility at work

Our solution: Secure affordable and accessible options for childcare & caregiving & increased resources for caregivers who need work accommodations

Reproductive Rights



Problem: People who can conceive are still at risk for losing legal access to abortion in Michigan

Our solution: Preserve and expand grad workers' access to reproductive health care

Transgender Healthcare



Problem: Transgender grads face many barriers to accessing gender affirming care

Our solution: Reduce wait times and eliminate uncertainty by making knowledge about how to access gender affirming care more widely accessible

Workers' and Union Rights



Problem: Not all workers know about their rights and therefore can't enforce their contract

Our solution: Secure access to new member orientations so newly hired GSIs are informed of their rights and benefits

Workload



Problem: The University's lack of policies on class size, additional employment, and GSI course loads create overburdened and unfair working conditions

Our solution: Codify standards and improve employee rights in these areas

THE CAMPAIGN

Making significant, positive changes to our working conditions will take effort from all grad workers. Union members will attend meetings to make key decisions and take decisive action to demonstrate to the administration that a visible majority of us are serious about making these changes. These actions will give those who are representing us at the bargaining table leverage in negotiations.

Early Fall 2022

GEO members discuss proposals and vote to finalize the bargaining platform. Over 2,000 grad workers sign petition in support of the platform

November 2022

GEO members begin negotiations with Academic HR with kick off rally. Hundreds of members attend bargaining sessions

Winter 2023

Grad workers use the leverage we have from escalating collective actions to pressure UM to adopt platform proposals

March 1, 2023

DEADLINE for UM to offer us a new contract that addresses our needs.

May 1, 2023

Our current contract expires.

GEO members ratify a new contract!

YOUR NEXT STEPS

If we don't exert intense pressure on UM administration, UM will simply refuse to adopt our proposals, likely citing financial or practical concerns. We can create pressure by taking collective action, which will demonstrate to UM that a majority of grad students are willing to advocate for each other as a united front.

THAT MEANS, ALL GRADS NEED TO PARTICIPATE IN KEY MEETINGS AND ACTIONS.

- 1. Sign up for a bargaining session to show HR you're serious about your platform!
- 2. Ask your colleagues to sign up for a bargaining session

Sign up for bargaining @ bit.ly/bargsesh

To participate in the strategizing and planning of the campaign escalation, follow the link below.

bit.ly/TakeActionGEO



WORKING GROUP ANALYSIS AND PROPOSALS



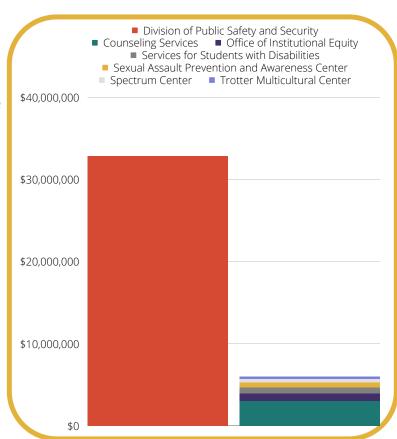
Graduate students pack the negotiations room in 1999.

ABOLITION

The University spends over \$30 million on policing, security, and surveillance while underfunding offices that prevent sexual assault and provide mental health support. Due to this, graduate student workers can't even earn a living wage or access the supports we need to keep ourselves, each other, and our students safe.



Grad students delayed mental health treatment due to cost



OUR PROPOSALS

- 1. Fund the Coalition for Re-envisioning Our Safety (CROS).
- 2. Paid Graduate Student Staff Assistant Positions in transformative justice.
- 3. Codify sanctuary campus policies in our contract.

38%

- 4. Remove discriminatory "felony disclosure" language.
- 5. Eliminate copay for mental healthcare.
- <u>CROS</u> is a community-led, non-police, unarmed emergency response planned in Washtenaw County. U-M should help pay for the program because the U-M community will greatly benefit from CROS's rigorously researched and community-led approach. For more, see <u>abolitiongeo.org</u>.
- The graduate students at University of Oregon got the university to put in writing that they wouldn't voluntarily allow ICE to come on campus and that they would uphold their existing commitment to DACA.

COMPENSATION

Cost of living in Ann Arbor was skyrocketing for years before the present inflation crunch made our already tight budgets even tighter. **U-M grad** students are experiencing a severe affordability crisis.

- 80% of us are rent-burdened according to HUD standards
- 1 in 5 of us have no summer funding at all
- The current 9.1%+ inflation rate means our
 3.7% raise this year was really a pay cut
- 60% of us feel unprepared to meet long-term financial goals



OUR PROPOSALS

- 1. A living wage of \$38,537 per year.
- 2. Salary pegged to the cost of living for 12 months, with the option to defer wages until the summer.

We need to win a \$14,500 raise to our minimum stipend to ensure that all GSIs make a living wage. It would cost the university roughly \$30 million to institute this, a drop in the bucket for the university.

Graduate students in many other universities are trying to obtain a living wage with varying degrees of success. Most recently, grad students at Brown University secured an immediate 17% raise by consistently packing the bargaining room during negotiations, and graduate students at Indiana University secured an immediate 46% raise (~\$7000) after being on strike for 4 weeks. Currently, graduate students across the University of California system are organizing to win a living wage (which is as high as \$54000 in some cities).



DISABILITY & COVID SAFETY

Disabled grad students face a number of hurdles that make life here at U-M more difficult and more expensive.

- **Disabled grad students are burdened by exorbitant out-of-pocket costs** for the healthcare they need for chronic conditions
- The accommodations they need to thrive at the University are often hard to access
- Campus infrastructure does not yet meet the standard that would make it accessible

It's high time that the University took on the financial burden of being disabled!

55% OF
DISABLED
GRAD
WORKERS

said it was difficult to find spaces or events at U-M to connect with disabled community members

MOST DISABLED GRAD STUDENTS

are not confident they know how to access the accommodations to which they are entitled

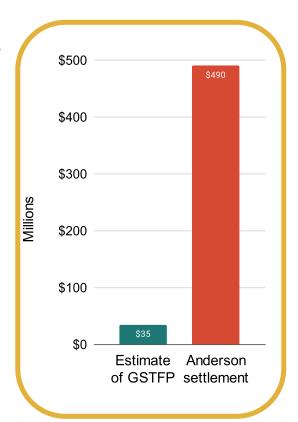
Our Proposals

- 1. Support the CSG campaign on **establishing a Disability Cultural Center** (DCC) and hire 2 GSSAs + a paid committee of constituents to staff the DCC
- 2. Mandatory training for GSIs/GSSAs & all employees in a supervisory capacity to understand the university's accommodation processes & disability culture.
- 3. A centralized accommodations office and an "accommodations-first" model
- 4. Healthcare Spending Equity
 - a. Combat higher costs for students with disabilities, chronic illnesses by **eliminating co-pays** for visits, treatment, medication and mental health.
 - b. Expand coverage to include diagnostic testing for ADD/ADHD
- 5. Make U-M infrastructure more disability friendly by increasing ease of navigation through accessible campus maps, etc.
- 6. COVID Safety
 - a. The option to require masking in our classes or shift to virtual learning
 - b. Install & maintain HVAC systems with updated HEPA filters
 - c. Advance notice about covid safety precautions and be able to negotiate if things change

HARASSMENT & DISCRIMINATION

Harassment and discrimination are rampant at UM, imposing costs on grad students' health, time, and careers.

- Among grads, 40 percent of women and 24 percent of men reported having been sexually harassed while a student at UM (Climate Survey 2019, Table 5.1)
- Over a third of Black and Latinx graduate students reported experiencing racial discrimination at UM (GEO Membership Survey 2021)
- Only 17 percent of grad students feel confident or very confident that a complaint about sexual harassment would be addressed in a timely and respectful manner (GEO Membership Survey 2021)



GRAD STUDENTS CAN'T AFFORD TO BE HARASSED!

Share your experiences and take action to shape these demands here!

- 1. Create a no-questions-asked Graduate Student Transitional Funding Program (GSTFP) providing at least one semester of funding for grad students to transition from unhealthy working relationships, building on LSA's new but limited Transitional Funding Support Program.
- 2. Gather and publish anonymized data on harassment and transitions each semester to hold departments accountable.
- 3. Provide emergency funding for leaving unsafe fieldwork situations, including the cost of transportation and housing relocation

HEALTHCARE

Problem:

Out-of-pocket dental and medical expenses are very high, leading to 25.83% of graduate students delaying healthcare because they could not afford the out-of-pocket cost. Meanwhile an additional 25.41% of students decided to forego healthcare entirely because the procedure was not covered by our insurance.

48%

of graduate students have an ongoing or serious physical or mental health condition that requires daily medication or frequent visits to a doctor

Master's students and International students disproportionately experience gaps in insurance coverage due to a misalignment between policy start and end dates when switching between U-M health plans. These gaps in coverage lead to additional out of pocket expenses for these grad workers.

24%

of grad workers have had trouble finding a provider covered by our insurance. Of those who reported difficulty finding care, more than half (58%) had difficulty finding a mental health provider that was accepting new patients.

- 1. Eliminate Mental Health Copays and add more in-network providers.
- 2. Make Dental 2 the default dental coverage for GSIs/GSSAs; have Dental 2 cover 100% of major restorative services (new crowns etc.).
- 3. Include Vision coverage by default for GSIs/GSSAs.
- 4. Lower the Physical Therapy out-of-pocket maximum to \$140 for individuals.
- 5. Provide Summer Benefits for all GSIs/GSSAs who were employed during the Winter term. Currently, these are only offered to GSIs/GSSAs who are employed for two terms.
- 6. As a signing bonus, reimburse any out of pocket healthcare premiums new grad workers paid for 30 days prior to their start date.
- 7. Create GEO-administered General Health Fund that all GSIs and GSSAs may apply to for help covering out of pocket healthcare costs.
- 8. Coverage for couples therapy

INTERNATIONAL GRAD WORKERS

1:435
Ratio of student to staff at the International Center

The International Center (IC) provides crucial support for international students. Out of 34 employees, only 20 are responsible for tending to the complex issues of 8,700 students. As a result, students experience long delays in getting the help they need.

Every semester, the University levies a \$500 International Student Fee from each international student. Whether or not your department pays the International Student Fee for you, the University raises an over \$8 million from the fee every year. It is not clear what the money is being used for.

\$8m

Estimated annual revenue from the international student fee

An average IGSI has
\$2k-\$4k
in extra costs compared
to domestic students

International students have to shoulder several thousand dollars in additional in costs per year. These costs come from immigration paperwork, travel expenses, SEVIS fee, the International Student Fee, to name a few. Despite this, all graduate students make the same stipend and international students have fewer opportunities than domestic students to apply for outside grants and fellowship.

- 1. Establish an International Graduate Worker Assistance Fund that provides additional financial support to help international student workers with dealing with extra expenses
- 2. **Reimburse all visa-related fees including**, but not limited to, consular visa application processing fee, OPT I-765 filing fee, and SEVIS fee, paid by an international student worker to attend the University of Michigan. In cases where the reimbursement is taxed, the University will cover the tax.
- 3. Hire an additional International Student Advisor and Graduate Student Liaison at the IC who supports students with tax and immigration issues, Leave of Absences, and OPT.

MASTERS STUDENTS

Master's students at U-M are treated as cash-cows for the University. **GSI positions are the best form of financial aid** available to graduate students at UM. Yet, the process of being hired as a GSI/GSSA is opaque and inconsistent, leading to inequitable access to open positions and unacceptable uncertainty about tuition relief, healthcare, and income.

SECURING A GSI POSITION RELIES ON INSIDER KNOWLEDGE, SENIORITY, AND FAVORITISM—HALLMARKS OF ELITISM AND SYSTEMIC INEQUALITY.

50%

of all U.S. student debt is graduate school debt. The average graduate school student debt is more than double the average undergraduate student debt.

1 GSIs is ain Masters3 student

Masters students have to apply to many different GSI positions, each with their own different application. This takes a huge amount of time – and many of the posted positions have actually already been filled by the professor without notice.

- 1. Centralize information about GSI and GSSA positions on a UM webpage, accessible to all current and incoming graduate students.
- 2. **Implement a common application** to be used by all hiring units for GSI positions and another for GSSA positions. Prospective GSI/GSSAs will complete an application no more than once per term.
- 3. **Standardize hiring practices** across units regarding "limited availability" positions and those for which external candidates are eligible.

PAYMENT FOR PLACEMENTS

Master of Social Work students must work 900 hours

unpaid to earn their degree. Often, they have to pay for gas to travel multiple days each week to get to and from their job sites, which can be as far away as Flint. Many MSW students have to work a second, paid job to cover (some of) their living expenses, to say nothing of tuition. Social work is WORK and should be PAID!

88%

of MSW students
receive **no compensation** for
completing field work.

UNIVERSITY OF MICHIGAN'S SCHOOL OF SOCIAL WORK IS RANKED #1 IN THE NATION - ITS STUDENTS SHOULD NOT STRUGGLE TO MAKE ENDS MEET

MSW students
considered not
completing their
degree due to
financial concerns

Many MSW students have said that in their field education they provide services similar - if not exactly the same - to paid staff, leaving them to feel exploited and with thousands of dollars of debt. Unpaid field work disproportionately affects students of colour, low socioeconomic status students, women and LGBTQ+ students.

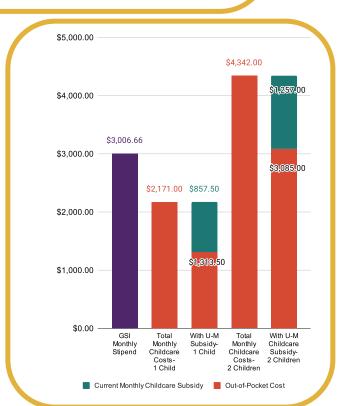
- 1. A guaranteed \$20/hr minimum compensation for all MSW students during their field placements
- 2. The University will create a new, permanent line item for the purpose of funding stipends for MSW field students, completely separate from financial aid related funding.
- 3.\$250,000 will be contributed for program costs to be used for such purposes, such as but not limited to additional staff, training, and supplies for the Office of Field Education (OFE) and the Office of Student Services and Enrolment Management (OSSEM) within the Department of the School of Social Work.

PARENTS & CAREGIVERS

Childcare spots are hard to come by in Ann Arbor, and if you're lucky enough to find one it's often completely unaffordable.

- The childcare subsidy doesn't even cover half the cost of tuition at UM's own Townsley Childcare Centre.
- Parents have to pay more than half their salary on top of the subsidy to afford childcare.
- The current length and structure of parental and family leave places an undue burden on caregivers who need to look after their loved ones.

BEING A PARENT SHOULD BE AFFORDABLE TO ALL!



- 1. Increase the subsidy to cover 75% of cost of U-M childcare per child
- 2. Abolish exclusions from the childcare subsidy for unlicensed care, families with another parent working 20hrs, and out of state care
- 3. Graduate student workers should receive a full **12 weeks of parental leave** like other U-M employees
- 4. Graduate student workers who take a leave of absence for any reason may maintain their health insurance coverage at the expense of the University.
- 5. Establish a transparent system to allow graduate student workers to check their eligibility threshold for childcare subsidy because they often have to repay the subsidy to the University after additional grants put them over the requisite "income threshold"
- 6. Graduate student workers will receive **guaranteed paid leave when local schools or daycare facilities close** for any reason (e.g. pandemic-related closures, extreme weather conditions, etc.)

REPRODUCTIVE RIGHTS

After months of uncertainty, with access to reproductive care standing on a knife's edge, the people of Michigan scored a huge victory by voting to enshrine abortion rights in the state in the state constitution!

Nonetheless, the experience of the summer has shown us that **we need to take proactive steps to secure reproductive rights in our contract**. With abortion access under threat across the country, it is critical that U-M grad workers have access to this critical component of healthcare – no matter where they happen live. **Nobody should be losing access to reproductive care because they have to do fieldwork out of state**.

Reproductive care is healthcare, and we need to ensure that is affordable and really accessible to all of us.

- 1. Expand GradCare coverage for over-the-counter birth control to include emergency contraceptives (e.g., levonorgestrel, ella)
- 2. Provide guaranteed leave for reproductive health care to recover from reproductive medical procedures and/or cover the time required to travel out-of-state for an abortion
- 3. **Expand GradCare coverage for abortion care** anywhere in the United States without a copay or site registration process
- 4. Give GEO representation on the "Post-Roe" task force to help ensure that UM is informed about grad worker issues and challenges
- 5. **Create a Reproductive Health Fund** to cover the financial costs of abortion care, travel costs, and other pregnancy-related care

TRANSGENDER HEALTHCARE

Knowledge about accessing gender affirming care at Michigan Medicine is isolated within the Comprehensive Gender Services Program (CGSP), an office that serves all transgender and nonbinary people who are seeking medical care within Southeast Michigan. CGSP is understaffed, and known to have long wait times; this adds additional barriers, on top of an already complex process, in order for trans grads to receive life saving, gender affirming care.

22 DAYS

the average amount of time that transgender patients wait for an initial response from CGSP regarding an information request

GradCare also utilizes WPATH standards—an approach the requires a person to have their gender dysphoria verified by a mental health care provider before being eligible to receive gender affirming care—for surgical procedures. WPATH requirements were originally created by medical professionals as a method of harm reduction, but these guidelines are outdated, and treat gender dysphoria as a mental illness.

Conversely, Hormone Replacement Therapy is offered at Michigan Medicine under the Informed Consent model—a more humanizing approach where a patient reviews the risks and benefits of a procedure with a medical provider, has the opportunity to ask questions, and then makes an informed decision to receive care by signing a consent form.

- 1. Hire an additional full time staff member for the Comprehensive Gender Services Program to help reduce long wait times, and create resources about accessing gender affirming care at Michigan Medicine
- 2. **Implement the informed consent model** for hormone replacement therapy at UHS; adopt an "informed consent + pre-assessment" model for accessing gender affirming surgery at Michigan Medicine when using GradCare
- 3. Remove the session limit for speech language pathology to treat gender dysphoria; hire additional speech therapists, with experience treating gender dysphoria, at Michigan Medicine
- 4. Remove pre-authorization requirements to reimburse professional laser hair removal services; hire electrologists at Michigan Medicine

WORKERS' & UNION RIGHTS

Since MI Republicans passed the anti-worker "Right to Work" (for less) law in 2012, union membership is down nearly 25% state-wide. As a result, unionized workers across the state are struggling with a declining ability to exercise their workplace rights and access their benefits.

Grad students in departments with weak union culture and low union membership are **less likely to know about their rights** and **less likely to feel safe enough to enforce their contract.** To make matters worse, U-M has taken advantage of the pandemic to end inperson GSI orientations – when most first-time employees learn about their workplace rights.

INFORMING EACH OTHER ABOUT OUR RIGHTS IS AN IMPORTANT PART OF BEING IN A UNION TOGETHER.

OUR PROPOSALS

- 1. Mandatory orientation access at the department level
 - If teaching is in-person, orientations must be too.
- 2. Shorter timeline for UM to process the list of new hires.
- 3. Clearly demarcated bulletin board for grad students to post information about our benefits and upcoming union events in each department.
- 4. Close contract loopholes to strengthen existing protections
- 5. Clearly define process for taking leaves of absence or quitting

Many department administrators do not that GSIs can take sick leave, or that sick leave is not contingent on us providing documentation or finding a replacement.

Many masters students who
GSI for one or two
semesters are typically not
informed of their rights and
are unaware of the
mechanisms of their
benefits.

Over 300 international
GSIs hadn't submitted
their SEVIS fee
reimbursement, out of
which at least 100 did not
even know they could get
reimbursed.

WORKLOAD

Many University and department policies create increased workloads or unfair conditions for graduate employees:

- Large class sizes increase GSI workloads and decrease personalized instruction time per student, creating unfair conditions and reducing the quality of the University of Michigan education.
- When employees are required to work outside of a typical/reasonable workday, there is a dearth of safe, reliable transportation.
- Departments **prohibit** graduate employees from working additional University jobs exceeding a combined 29 hours, **preventing us from meeting our financial needs**.
- Some departments have a pattern of assignment two courses to 1 GSI, instead of creating multiple, tuition-funded appointments.
- Grads working low fractions don't receive the tuition waivers to make grad school affordable

64% of us reported to working more than our employment fraction at least once.

11% reported doing so 11-15 times

60% of us reported working more than 21 hours for our GSI/GSSA at least one week of the semester

- 1. Maximum class/section size of 18 students; no more than 54 students per appointment
- 2. **Limit late-night work** and subsidize parking & rideshare options for work outside of bus-schedule hours
- 3. Eliminate departments' ability to combine two courses into one GSI position
- 4. Tuition waivers for all fractions
- 5. Minimum fraction .25
- 6. Codify the ability for U.S. citizen and permanent resident employees to take on additional employment exceeding 29 hours / week

The proposals presented in this document are the result of hundreds of hours of hard work by grad students like you!

Abolition Working Group

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Compensation Working Group

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Masters Working Group

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Payments 4 Placements

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Parents and Caregivers Working Group

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Reproductive Rights Working Group

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Transgender Healthcare Working Group

Damon Carucci, Maxime Groen, Erin Markiewitz, Valerie Trudel, SN Yeager

Union Security Working Group

Amir Fleischmann, Ryan Glauser, Gillian Gray, Pratiksha Menon, Michael Mueller

Workload Working Group

Olivia David, Ember McCoy, Amir Fleischmann

Attending a bargaining session (and getting your colleagues to join you) is the single most important thing you can do to win these demands!

Go to bit.ly/bargsesh to register!

If you have any questions about the platform or the campaign, email umgeo@3550.org