2015 WACSS Questions:
5/27/2015

Introduction:
Below are all of the questions that were submitted (in advance or live) at the 2015 WACSS Spring Forum. They are organized by topic and responses have been bulleted below. The forum was recorded and can be found here: http://livestream.com/msualumni/WACSS2015. Note that we did have technical difficulties at the beginning and unfortunately it begins ten minutes after it started.

We encourage all of you to visit the WACSS website: www.wacss.msu.edu

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Work / Life

Has a search process been initiated to identify a Director for the MSU Work/Life Office?
- June Youatt further addressed this initiative in her opening remarks – http://livestream.com/msualumni/WACSS2015
- The position was posted April 2 and applications will be reviewed beginning in May. Posting number is #1122 at www.jobs.msu.edu.

What is happening with the Healthy Campus Initiative?
- The Healthy Campus Initiative (HCI) is a novel approach to improve the overall health and wellness of students, staff, and faculty members at Michigan State University (MSU). HCI aims to support MSU community members’ physical and emotional health, and strive to assist faculty, staff and students to succeed academically and professionally. Working with campus partners, HCI supports university goals to maximize students’ persistence, retention and graduation from MSU. The effort seeks to be instrumental in facilitating organizational outcomes that improve communication and collaboration to help improve work life balance for all our community members, while not sacrificing innovation and productivity. HCI has started to provide a model for building coalitions that integrate existing stakeholders to promote positive health, safety, social, and organizational outcomes. The initiative incorporates a broad range of activities including both previously existing programs and projects currently in development — including MSU Moves, Tobacco-Free MSU, bicycle safety issues, health climate surveys, and more.
Is MSU ever going to support development and implementation of a comprehensive Employee Health Management program?

- There are initiatives currently underway to examine the level of interest from faculty, academic staff, and support staff in terms of the health and wellness strategies for our community. Once the data is collected and analyzed, recommendations will be drafted and shared with key stakeholders sometime in the Fall of 2015.

Flexible work arrangements for mothers, especially of infants

- Flexible arrangement information can be found on the website here: http://www.hr.msu.edu/flex/. We encourage you to visit the Family Resource Center website (http://frc.msu.edu/) for more information and benefits available to staff such as emergency childcare, sick childcare, breastfeeding support, and pre-screened child care offered through care.com.

Has the University given any consideration to having an on-site daycare center for employees who work various hours? Or, expanding Spartan Day Care and its hours.

- The University understands the diverse needs of working parents and that not everyone works an 8-5 shift. Since MSU is a 24 hour operation we are aware there are parents who struggle with child care outside of the standard 8-5, Monday – Friday shifts. And most child care providers are only open during those typical business hours. The two campus child care programs, Spartan Child Development Center and the Child Development Laboratory do not have plans to expand their hours, nor is there a plan to build a new center on campus. However, this is an ongoing concern and we will continue to explore alternatives to accommodate these parents.

- MSU does offer the service of www.care.com. We contract with this program to enable parents to keep their children home in their own beds by giving free provider access to parents. The free access ($40 per month value) is available by going to www.care.com/msu and logging in with your MSU NET ID @msu.edu. MSU parents can create a job description to post on the site and criminally background checked providers will reply if they can accommodate the parents’ request. Then the parents can interview selected providers to hire their own private child care provider to meet the family’s needs. The rate of pay is negotiated between the parents and the providers.

- The other option is to find a licensed child care provider in the community by going to the State of Michigan search engine www.greatstartconnect.org to select a licensed center or home that may offer evening and weekend hours. Parents can enter their criteria in the search engine to find a list of providers that meet their scheduling and geographic needs.

- If you have further questions about child care resources contact-Family Resource Center @ 432-3745 strom@hr.msu.edu or www.frc.msu.edu

Health and Benefits

Are there any departments on campus (e.g. IPF or Police) that have sleeping pods or napping rooms? These areas are mentioned because of their work hours during bad weather, call backs etc. Would the University support departments wanting to provide this for their employees. We all know SLEEP is essential to performing a good days and/or nights work.

- We currently do not have sleeping pods or napping rooms on campus. Arrangements have been made with RHS in the past for police officers or other critical personnel to stay on-site for continuing hours during periods of emergency or critical need. The University is not currently considering designated sleep or nap areas in other departments at this time.

A general statement was submitted to discuss a Tobacco Free campus.

- The Tobacco-Free Task Force has been working since January 2015 to guide the process of transitioning Michigan State University to a tobacco-free environment. Led by the Office of the University Physician, the task force is guiding campus and community leadership in the development, adoption, and implementation of a tobacco-free policy. The rationale for this transition rests largely on a fundamental concern for the health of the entire campus
community. Decades of research confirm the negative effects of smoking, smokeless tobacco, and environmental tobacco smoke. Moving toward implementation of a tobacco-free policy aligns with our efforts to create the healthiest academic and workplace environment possible at MSU.

- We expect the ordinance and policy to be presented to the MSU Board of Trustees for approval in the near future. The new ordinance likely would not go into effect for another year to give our community time to adjust.

Please email TobaccoFree@msu.edu with concerns or questions.
Tobacco-Free MSU: http://tobaccofree.msu.edu/
Frequently Asked Questions: http://tobaccofree.msu.edu/faq

Benefits
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Concerns are also on my list. Where does the university stand on continuing to provide employees with benefits?

- The university continues to review and modify employee benefits programs to ensure employees have access to competitive and high quality employee benefits.

A question was posed during the spring forum as it related to educational assistance and the changes to this benefit. Here is the history:

- As preparations for the 2010 and 2011 bargaining objectives were being developed meetings were held with both Central Administration and individual operational and academic units. From Central Administration we were asked to look at a number of possible issues as well as the wage parameters to be negotiated. It was recognized that the University would soon be faced with a significant decrease in State appropriations and as such cost containment and some reductions in provided benefits would be areas of review.

- In looking at various employer provided benefits the Educational Assistance program was identified as a multimillion dollar benefit that had not been reviewed since its inception decades before and might yield savings without serious detriment to the employee population as a whole. At the time of implementation the educational assistance program was primarily funding classes at four main educational institutions in the area, namely; Michigan State University, Lansing Community College, Davenport and Lansing Business University. During the intervening years other Michigan Universities opened branch facilities near the MSU main campus and out of state on-line private universities became the newest diploma issuers that were being accessed by MSU employees. When looking at current course offerings it became apparent that MSU offered many programs and classes being offered at other institutions. Secondarily it was clear that State appropriations given to MSU were flowing out to other schools through the educational assistance program and there was no reciprocal tuition programs at other institutions that would flow back to MSU. In fact it was discovered that most if not all other Michigan universities only reimbursed employees for classes taken at their own institution. For out of state an online programs, it was mutually determined by the unions and the employer that we needed to keep Michigan tax payer dollars in the state.

- Once the review was completed it was determined that by reducing the total amount budgeted for the program, a reduction could result in significant savings to the institution while maintaining a program that would allow for continued funding, albeit at a lower rate, and savings that could be used in other areas of financial need. After identifying the background noted above a union by union analysis was performed to determine the nature of the courses taken and the needs of the individual employees within the respective unions for continuing education. As such each separate collective bargaining agreement was negotiated with the union representatives and is based on the historical usage. The outcome then is that each union has slightly different credit reimbursement for Michigan university’s to best address the educational needs of the employees represented by the union, while eliminating out of state or primarily on-line programs that showed little value in the overall evaluation.
In order to succeed competitively, how will MSU manage and recruit staff in the future and improve our ability to retain talented staff/employees?

- This was addressed live at the forum -http://livestream.com/msualumni/WACSS2015

Why does the University continue to hire the spouses of new academic faculty knowing the spouse has no degree or knowledge in the field education the departments place them in?

- Support to dual-career couples is a principle that Michigan State University has supported for many years. We understand that recruitment and retention of the best and brightest faculty and academic staff often involves assisting a spouse or partner with his/her professional aspirations. When feasible, we look internally to fill openings with qualified applicants which may include spouses and partners. We also have an extensive network external to the University that we tap into to support spouse/partner hiring needs.

Another issue is open staff positions within the university. There used to be language in the job postings that if a department already had their eye on a particular individual they would indicate "departmental candidate under consideration". It would be nice if this could be included in job postings so those considering a change would know this about a department and consider whether they would apply for the position or not. I feel as though several jobs I have applied for have ended up being filled with departmental people and it was just a waste of my time and theirs for me to apply.

- Position postings do not utilize the “Departmental Candidate Under Consideration” statement. MSU is committed to ensuring that all qualified candidates, particularly in underutilized positions, are encouraged to apply and have an equal opportunity for consideration. This practice is aligned with the 2006 MI Civil Rights Law relating to preferential treatment.

Employee Development

What skill set is most needed by administration and what is MSU doing to address those needs?

- This was addressed live at the forum -http://livestream.com/msualumni/WACSS2015

What steps can an employee take which lead to promotion?

- This was addressed live at the forum -http://livestream.com/msualumni/WACSS2015

Support staff women work diligently for years. We often go years without pay raises or only .05% to 1% raises, while the cost of living goes up so much more. How would you suggest we stay motivated and not get discouraged when the difference between our salaries and our supervisors, in executive management positions, is sometimes well over $100,000? This does not feel like the hard work that we do is appreciated and/or valued.

- We understand this situation may cause discouragement. However, we advise employees to continue to enhance current job skills, work on improving knowledge and abilities required in current positions, and acquire new competencies that will be valuable and beneficial now and in the future.

For President Simon: What do you consider to be the top 3 knowledge or skill competencies that MSU support staff should develop in order to advance our culture of high performance?

- This was addressed live at the forum -http://livestream.com/msualumni/WACSS2015

Does, MSU offer an Administrative Fellows Program that would provide individuals with opportunities to enhance their administrative talents and qualifications. If not, has this ever been considered?

- The Executive Leadership Academy continues to be offered to eligible support staff who are selected to participate. In addition, MSU HR is currently reviewing its Professional Development Opportunities in an effort to provide relevant offerings. We expect to present a new line up of courses, programs, workshops, and seminars in the fall of 2015.
What would recommend for Fellows support staff that would like to **advance to higher-level administrative positions** in the University and beyond?

- Take advantage of the staff development seminars offered through HR
- If the person is involved in the business functions of their unit, ask to participate in the Financial Administrators Development Program led by Mark Haas’ area. Alternatively, participate in other financial or project management classes.
- Consider completing a bachelor’s degree or masters in an area of interest that also connects with knowledge and skills the university needs now and in the future.
- Volunteer to be on special committees or work projects that would expose the person to other unit leaders; actively seek out collaboration opportunities.
- Look for volunteer opportunities in the community that may enhance or develop skills that are needed on the campus as well.
- Watch the weekly postings of job positions through HR.

What concrete examples of changes have administrators seen from the efforts to more **openly collaborate between units**, and are there specific areas where you see more opportunity?

- The HR Solutions Center is incorporating help from IT regarding their phone response system.
- IPF and FPSM are working more closely together and working more closely with the colleges to implement the Faculty Readiness Initiative - lab space identified and renovated for new faculty hires to support research.
- The IPF/Sustainability Office works with units across campus to launch and encourage initiatives that reduce waste, conserve energy, and supports prudent use of our physical ad energy resources.
- The GE Treasure Hunt brings together IPF, EVPAS, and units to discover ways that energy can be used more wisely and conserved where possible.
- The installation of the new turf field last fall was led by the EVPAS office but involved Music/Band, Recreation Sports and Fitness Services, Intercollegiate Athletics, the Provost Office, and IPF.
- The Campus Infrastructure Planning workgroup brings together expertise and voices from many parts of the campus to “ask the right questions and ensure the principles of the master plan are followed” regarding infrastructure projects that impact the campus.

What do you do, in your behavior & approach, in order to **increase collaboration between your area and others** at MSU?

- Actively listen and carefully consider each project’s impact on the campus – attempt to see the big picture and ask myself “who or what unit” should be involved that is affected by a particular project or action.
- Recognizing my strengths and weaknesses, my preference is to work in teams to fill gaps that I may bring to an assignment or project and so, I’m always looking for opportunities to involve others.

Vice President for Auxiliary Enterprises, Vennie Gore, mentioned **“Celebrate State”** as an opportunity for employees to get engaged.

- This is an on-boarding program specifically for RHS team members [http://hr.hfs.msu.edu/]
- We encourage all employees to participate in the “Spartan Experience” which is available through Employee Self-Service in EBS. [http://adminsv.msu.edu/spartan-experience/index.html]

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**Performance Review**

The University offers pay for performance. With a large percentage of staff employees rarely, if ever receiving, a valid **performance review**, how does one have any chance of receiving a merit pay increase? Who is holding supervisors accountable for conducting and submitting performance reviews? Also when performance reviews are submitted without the employees signature is there any follow-up as to why there is no employees signature?

- **MSU HR is currently reviewing the Performance Development Process with the intention of modifying it and rolling out a revised process in the fall of 2015.**
Consistent HR policies as they relate to **disciplinary action**

- **MSU HR** reviews HR policies to ensure consistency where possible. Where there is a lack of consistency appropriate modifications are made.

Could you please address why MSU condones a supervisor's ability to strip an exemplary 28 year employee of a position they held for 20 years only to give it to another employee? While I was allowed to keep my pay it was a huge slap in my face, my pride and my enthusiasm towards MSU.

- **The university strives to acknowledge the valuable service all employees provide.**

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**Training**

The need for all staff to participate in **ongoing learning and development**. We can't move forward as an organization if we all don't move forward individually and take responsibility for our own career development.

- **MSU HR encourages employees to participate in self-development activities by providing a variety of opportunities for ongoing learning.** The elevateU online learning program is the latest in our future focused employee training and development offerings.

Where do you see the **Spartan Experience** program going?

- **Since its start in October 2013, over 1600 employees have participated in the Spartan Experience.** Supervisors have been asked to comment on their experiences and provide us with specific activities they have implemented. Going forward, we will continue communications and outreach to supervisors and develop resources to facilitate unit metrics. We look forward to providing updated resources and sharing more information about what units and departments are doing. Please check the website [http://adminsv.msu.edu/spartan-experience/index.html](http://adminsv.msu.edu/spartan-experience/index.html) for the most updated information.

I'm new (just passed my probationary period, yay!!). Anything you think a newbie like me would like to know... any **helpful hints for succeeding at MSU**, great links, classes to take, etc.

- **We hope that you learned many things at the forum and visited the vendors present at the resource fair.** We encourage you to engage with others on campus, join listservs and groups, and attend classes – many of which can be found within the “employee self service” tab in EBS (https://secportal.ebsp.msu.edu/frj/portal)
- **We encourage you to take advantage of the many self-development and ongoing learning opportunities available at the university through our Professional Development Services.**

Vice President for Finance and Treasurer, Mark Haas, discussed various **financial education opportunities** available in the areas of Accounting and Budget.

- **Please visit this website for more information:** [http://foresource.msu.edu/accounting_resources/index.html](http://foresource.msu.edu/accounting_resources/index.html)
- **New employees may also wish to take the new financial onboarding class** - [http://foresource.msu.edu/accounting_resources/Targeted%20Topics%20Classes/onboarding_train.html](http://foresource.msu.edu/accounting_resources/Targeted%20Topics%20Classes/onboarding_train.html)

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**Enterprise Business Systems and Technology**

**What improvements are being made to SAP/EBS?**

- **Non-fringe research assistant job** – implemented at the end of February 2015. This new option is now available for graduate research assistantship appointments for summer semesters.
- **Summer appt redesign** – implemented early April 2015. New functionality has been added to the system to increase the usability and efficiency of the process.
- **Direct Deposit** functionality available on-line via ESS (Employee Self-Service) – implemented April 2015.
- **Redesign new Dependent form** (used in ESS) – will be implemented end of September 2015. The new form will not require Adobe making it browser/operating system independent and will result in a more efficient process to add multiple dependents.
• Portal Usability Project – implementation date to be announced fall 2015. Portal Usability Project will improve usability for the end-user (in terms of navigation) and bring in new SAP functionality to replace aging technologies.
• Two-factor authentication – see more information here: https://secureit.msu.edu/two-factor/

Will EBS become centralized?
• Currently the EBS applications are centrally managed by the business owners:
  • HR/Payroll is managed by Central HR
  • Finance is managed by the Controller
  • Business Intelligence is managed OPB
  • Infrastructure support is provided by IT Services
• There is a high degree of integration among the applications and between the teams, which is supported by staff from IT Services.

As we look to the future, will EBS ever have a billing/invoicing component?
• KFS has a 'Receivables' module and we expect to utilize it in the near term and as priorities allow.

What are your thoughts on a new SIS?
• This presentation (https://prezi.com/9hpj4xkyeeie/student-information-system-sis/) provides brief explanation of our current SIS, the SIS planning activities that have taken place over the last three years, and the legacy SIS risk assessment. This risk analysis is currently underway and a report of the findings will be submitted to the Office of the Provost by May 15, 2015. The SIS website also provides a succinct overview of SIS Planning activities at MSU: http://sis.msu.edu/sisplanning/index.html.

The University deployed Business Intelligence in 2011 with a base set of canned reports. Given the diversity and complexity of our business, these reports and the limited functionality of the ad hoc reporting tool do not meet our needs. We are forced to use cumbersome reporting processes by downloading data and using Excel and access. What are the university's plans to move us from operational to strategic reporting?
• Getting the necessary information and reports from our administrative systems is a critical requirement to the overall success of operating the university. While we have made substantive progress and advances since implementing our business intelligence environment in 2011, there is still much to do as noted in the question.
• We are in the early stages of upgrading our business intelligence software. The planned rollout will be later this calendar year. As part of that upgrade, and other initiatives, we will have more powerful tools for end users that include a report writer, improved graphics, and personal dashboards. Additionally, users will be able to include data in their reports from local sources. This will be especially useful as not all data is currently included in the central data repositories. Specifics about this will be determined and communicated as we progress in the coming months. We are also going to implement other functionality that will allow more user-defined interaction with the reporting environment. We will be able to design reports that will trigger notifications (and other actions) based on user defined criteria (for example, fiscal officers could be made aware of overdrawn accounts on the day that they occur as they will receive a notification from the reporting environment). Also, we will have the ability to develop reports for mobile devices that run on Apple or Android devices (phones, tablets, etc). Please stay tuned for specific communications on the upgrade in the coming months.
• While we are excited about the immediate horizon for business intelligence at MSU, we will not stop there. We will continue to reach out to users to determine what needs to be addressed next for all of us to succeed. While this question and response came to us as part of a larger group meeting, please always feel free to contact us personally (schimiz2@opb.msu.edu) anytime, to share any thoughts, recommendations, or feedback. If you would like to play a direct role in shaping future deployments please contact us so we can address your business reporting needs.

How will two-factor authentication impact support staff? Why is it needed?
• All MSU employees, including support staff, are now required to enter a six-digit code from a second credential (a telephone, app, or text message) when logging into MSU’s Enterprise Business System, http://ebs.msu.edu/. Visit https://secureit.msu.edu/two-factor/ for information on registering and using two-factor authentication.
• Two-factor authentication is a much stronger method over a user name and password alone. It provides added protection for both individuals and the MSU community. It’s similar to how an ATM card works. One can withdraw money from an account by having a bank card (something they have) and a PIN (something they know). If one of these two items is lost, stolen, or otherwise compromised, another person is unable to withdraw money since they are unlikely to possess both factors. Michigan State University is adding steps to safeguard personal and institutional data by applying two-factor authentication to systems with sensitive information beginning with EBS, [http://ebs.msu.edu/](http://ebs.msu.edu/).

Will **training be given to labor staff** regarding EBS and two-factor authentication?

• Yes, two-factor authentication was widely communicated to campus at large and labor-intensive departments such as IPF, RHS, University Services, and Recycling discussed how this would work in staff meetings and provided side-by-side training and/or offered individualized training upon request. Employees can register credentials through their cell phone, a landline, or a key fob. If you need additional training on this, please discuss this with your supervisor. Employees are also encouraged to contact IT Services Help desk line dedicated specifically to two-factor assistance at 432-6200, option 2.

• In 2005, attention was focused on ensuring that labor employees had adequate computer skills and access to computers. The Computer Access and Training (CAT) Task force was created. The WACSS committee made a recommendation in 2014 to further educate labor staff on CAT initiatives specifically regarding EBS, phishing attempts, and other areas as it relates to computer access and training. See the recommendation here: [https://adminsiv.msu.edu/documents/2014-05-20%20WACSS%20CAT%20Update%20Recommendation%20‐%20UPDATED.pdf](https://adminsiv.msu.edu/documents/2014-05-20%20WACSS%20CAT%20Update%20Recommendation%20‐%20UPDATED.pdf). Labor-intensive departments such as IPF, RHS, University Services, and Recycling implemented these recommendations in their respective areas.

What is the university plan for implementing **training for support staff with regard to accessibility**? What is accessibility; how does it affect each university employee; what is support staff’s role in making documents accessible from creation; protocol for taking older documents and making them accessible; Will there be labs available to take documents for hands-on assistance; What is the expectation for each level of employee; What is the timeline for phasing in compliance?

• **Web accessibility** is the inclusive practice of removing barriers which prevent access to information and functionalities on websites. An online document or tool is accessible when it can be easily understood and used by everyone, regardless of the browser or adaptive equipment he or she is using. At MSU, we serve a diverse audience that relies increasingly on the Internet for many aspects of life, including education, employment, commerce, research, health care, and recreation. In today’s society, it is essential that we provide equal access and opportunity to all our users, including those with disabilities. Accessible Design can diminish and even remove barriers to information and interaction critical to success for our faculty, staff, students, and the general public. Visit [http://webaccess.msu.edu/](http://webaccess.msu.edu/) for guidelines, tutorials, and services for helping meet MSU’s Web Accessibility Policy.

• In July of 2008, the MSU community was informed that they must move towards compliance with the university’s [Web Accessibility Policy](http://webaccess.msu.edu/). MSU employees were asked to update all university Web pages used to conduct university business or academic activities to meet the [Web Accessibility Technical Guidelines](http://webaccess.msu.edu/). The policy outlined in [Section I](http://webaccess.msu.edu/) over the past five years. In 2014, MSU updated its web accessibility [Technical Guidelines](http://webaccess.msu.edu/) to WCAG 2.0 AA. MSU departments and employees are asked to update their web pages, online course materials, and e-texts used to conduct university business or academic activities to a minimum conformance level of AA post haste.

• **IT Services Technology Training** offers courses and workshops to help you succeed in creating usable and accessible documents and accessible websites. The courses include information on accessibility industry standards and guidelines, the MSU policy, techniques for evaluating sites, tools and technologies, and resources to ensure site compliance. A list of course options are posted at [http://webaccess.msu.edu/Help_and_Resources/classes-workshops.html](http://webaccess.msu.edu/Help_and_Resources/classes-workshops.html). In addition, there are many tutorials and training options available in the university’s ElevateU online training program [http://professionaldevelopment.hr.msu.edu/elevateu](http://professionaldevelopment.hr.msu.edu/elevateu). Labs are not currently scheduled; however, many
departments have assigned web accessibility liaisons to serve employees within their department, college, or unit with meeting campus web accessibility requirements.

- MSU employees are asked to update all university web pages used to conduct core university business or academic activities for which they are responsible for, or contribute to. All new and redesigned university web pages must be in compliance with the technical guidelines set forth at webaccess.msu.edu, and address any areas of non-compliance to the Americans with Disabilities Act (ADA). Voluntary adoption of current technical guidelines provided at webaccess.msu.edu is encouraged for all other web pages not covered by this policy.

- All documents, new and old, must be web accessible when online. Each employee involved in placing content online should learn and adopt web accessibility practices. Resources, including a getting started guide, for MSU employees are posted at http://webaccess.msu.edu/Getting_Started/index.html.

**Infrastructure**

The university needs to address **heating and cooling issues within the buildings**. I want to be able to control my own temperature in my office and not have it be just whatever the control room sets it at. This is a big concern for me since I am in an office for forty hours a week.

- As background, with various ages and types of buildings on campus comes various ages and types of heating and cooling systems within them as well as various types of room temperature control. When the building is designed, parameters are defined as to what an expected indoor environment must be, accommodating almost all weather conditions for our climate. The American Society of Heating Refrigeration and Air Conditioning Engineers have studies that show what is considered comfortable relative to humidity and temperature. Based on this, it was decided that environmental conditions of 70-75 would be the target. This is lines up with other Big Ten Universities. Relative to office and classroom spaces, in order to hit that target temperature range and minimize on capital and operating costs, our heating set point for buildings is designed at 70 degrees and our cooling set point at 75 degrees. In addition, in order to keep costs low for the University, a thermostat typically controls more than one room, so settings are selected to optimize the temperature across all connected spaces. With the value of energy, the control limits the temperature settings in your space to operate the space at a condition where indoor environmental conditions are comfortable for a typical person while minimizing on energy costs.

- However, if a person feels discomfort and believes their space temperature is much lower than 70 or much higher than 75, then please call 3-1760 and we would be happy to check it out and give you feedback on your particular space and its current parameters and possible limitations.

Does DPPS plan to add a left turn signal at Farm and Service for traffic turning onto Farm lane? It is definitely needed!!

- At this time there are no plans to add a left turn signal at Farm and Service. The current traffic volumes do not yet warrant the need.

It is rumored that **parking ramps will be removed from campus by 2020**. Is this true? If it is true, will MSU work with CATA for direct routes to and from Lansing's suburbs (DeWitt, Bath, Holt, Okemos, etc.) to campus rather than transfers in downtown Lansing?

- This is a false rumor. There are no plans to remove parking ramps from campus.

During the spring forum, a question was posed from the floor regarding **parking at East Akers**. It was recommended that the gate be kept closed (lot 29) on Saturdays and Sunday for those who work on the weekend. When it was suggested that this individual park in alternative lots in the area, she responded that they are filled with graduate assistants or that it was a long, dark, and scary walk.

- The Parking System at MSU is self-supporting. Revenue generated from parking permit sales is used to maintain the parking system; this includes mowing the lawn around parking areas, plowing the snow, sealing cracks, mill and cap jobs, parking ramp sealant and cleaning, to completely rebuilding lots or debt service on parking ramps.

- Lot 29 is a highly utilized parking lot for events on campus including conferences and now performances at the newly located Community Music School. We do not intend to make this parking area a 24/7 parking area as it will have a greater, negative, impact on those who are not able to park (students and visitors) than it will for those who would prefer to park closer to a primary work location (employees).
• According to the campus master plan, we consider a 10-15 minute walk from a parking area to be acceptable in order to maintain efficient and safe traffic patterns, keep parking costs contained, and to further the campus aesthetic of a park like setting.
• While campus is overall a very safe environment for all to work, live, and learn, if there is a concern with lighting, I would ask that issues are communicated with the IPF Campus Lighting Committee within IPF Engineering at 355-3372.

Why invest millions on the power plant coal system in the last 10 years if we are going to gas in 2016? What will happen to employees there? Increased 14 million, dust suppression system, uncompleted room for growing algae, new switch engine, 650K + pain bought land from rail road, etc. etc.

• Dan Bollman addressed this live at the forum -http://livestream.com/msualumni/WACSS2015
• http://msutoday.msu.edu/news/2015/msu-to-stop-burning-coal-at-campus-power-plant/
• There is no expectation that any employees will be harmed.

Some of the roads around campus have taken quite a beating this winter - do we have plans to replace and repair. I usually travel from Wilson down to Conrad Hall
• The IPF Landscape Services cold patching crew is building a map/list of the “hot spot” locations requiring more cold patch. All in all, compared with last winter’s season and negative effects from freeze/thaw, we are much happier with conditions overall than last season. This coming May/June IPF will perform a few milling and repaving projects (50-100ft stretches), curbing repairs due to drainage problems, etc. that have come up.
• We are also trying to get help from the Ingham County Road Commission.

Why does the University continue to construct new buildings and not repair/update existing old buildings?
• MSU has a robust construction program that includes funding to repair and maintain existing buildings as well as fund new buildings based on programmatic need. Depending on the type of space that is required for teaching, research or auxiliary activities. Sometimes the University does not have the type and quality of new space to meet this need utilizing our existing buildings. On those occasions, when funding is available, a new building or addition is proposed

Miscellaneous

Explain T-Shaped Person
• Satish Udpa addressed this live at the forum -http://livestream.com/msualumni/WACSS2015
• The concept of T-shaped skills, or T-shaped persons is a metaphor used to describe the abilities of persons in the workforce. The vertical bar on the T represents the depth of related skills and expertise in a single field, whereas the horizontal bar is the ability to collaborate across disciplines with experts in other areas and to apply knowledge in areas of expertise other than one’s own.

Does the University have a strategic plan to address the climate of high stress and psychological heat currently existent for faculty and staff? Layoffs, not filling position openings created by retirements or other departures and demands related to the high performance focus and a definite "do more with less" pressure from the highest levels of the U have created a culture which interferes with the stated goals of "Spartans Will". Is there a strategic plan to address this very real issue?
• The newly create Work Life Office is being designed to provide services that can help employees address stressful situations that may occur.

Can cookies be delivered to support staff in honor of Admin Assistants day?
• The MSU Bakers (517-353-9310) would be happy to produce some of their signature baked goods for support staff and provide complimentary on-campus delivery for orders of $15 or more. A $5 delivery charge will be assessed to orders of less than $15.
If Martin Luther King Day is important to the University enough to have the students celebrate the day, then why is it not important enough to have the Faculty and Staff able to enjoy the day as well, without using their own vacation or personal time to attend events?

- **In February 1998, the MSU Board of Trustees approved to only suspend classes on the day of the national holiday honoring the birthday of Dr. Martin Luther King, Jr., and not close the university.** “It was recommended that the University honor Dr. Martin Luther King, Jr., in a manner that reflects the universality of the King legacy for all people. The Board directs the Provost to adjust the academic calendar for spring semester by canceling the regular class schedule on the designated national holiday and adjusting the academic calendar so that the number of class days is maintained. Further, the University administration should promote programs designed to explore the origins and the applications of the legacy for the entire University community. On a motion by Mr. Ferguson, supported by Ms. Gonzales, THE BOARD VOTED to approve the recommendation.”

- **Over the years, MSU has encouraged supervisors to allow employees, especially staff, an opportunity to take time off from work to participate in programs that are “designed to explore the origins and the applications of the legacy for the entire University community.” The campus march and community dinner are just two examples of programs that are intended to make accessible to staff an opportunity to participate in community events on the national holiday. It should be noted that the Dr. King holiday is not the only national holiday that is not recognized by MSU with the closing of the university. They include: Presidents Day in February, Columbus Day in October, and Veterans Day in November.**

The highly visible "Spartans Will" campaign banners highlight only faculty and the academic side of the U. What about the staff side, the excellent service providers and areas of MSU that make it possible for the faculty and staff to focus on their responsibilities? Will this side of the U be visibly showcased as this campaign moves into the future? Examples . . .

- **# of meals served each day by RHS; number of linens processed each week by MSU Laundry services, # of travel immunizations provided each year by the MSU Travel Clinic, # of medical services provided each month by the Olin Student Health Service, # of people each week who use Recreational Sports and Fitness Services. These are important contributors to MSU’s greatness as a U.**

- **The primary objectives of Michigan State’s university-level brand marketing is to enhance the university’s academic reputation and to motivate feelings of pride, affinity, and attraction for prospective students, alumni, donors, partners, and potential supporters. To do this, messaging focuses the value of the academic and research mission of the university and how, through it, we empower opportunity and create extraordinary impact for a better world. Excellence in academics and research are the primary drivers of any university’s reputation, and that’s why MSU’s paid advertising such as television ads, billboards, and banners around campus focus on these aspects of the university.**

- **But the work of building a brand is much bigger than an advertising campaign. Every touch point, every interaction anyone ever has with Michigan State matters. While putting the number of meals served, number of linens processed, or number of questions responded to on the university’s social media accounts per week on a banner is not the best way to strengthen our reputation, the efficiency and courtesy with which those meals are served, the cleanliness of the linens, and the speed and appropriateness of tone of the responses in social media matter a great deal. These are, without a doubt, vital contributions to MSU’s greatness as a university.**

- **Fortunately, paid advertising is not the only tool in our toolkit as we communicate about MSU. As we work to help our audiences understand not only what we do but how and why we do it--the way our people and our passion really set us apart--we garner "earned media" in news outlets, use shared media like various social media channels, and make use of our own “owned media” channels like MSU websites, email subscriptions, and direct mail. And we are able to tell a variety of stories in these different outlets. CABS regularly produces staff profiles for MSUToday. You can find them in YouTube playlist at [https://www.youtube.com/playlist?list=PLA10359D6166A33EC](https://www.youtube.com/playlist?list=PLA10359D6166A33EC). There’s also a great piece showing what MSU staff contribute to our great university here: [https://youtu.be/5KnAM81JqTQ](https://youtu.be/5KnAM81JqTQ)**

What are the best ways to engage support staff regarding the University Capital Campaign?

- **President Simon addressed this live at the forum** -[http://livestream.com/msualumni/WACSS2015](http://livestream.com/msualumni/WACSS2015)

I heard that MSU was asked to participate in a national committee related to the neighborhoods. What are the campus neighborhoods? How do these neighborhoods impact students and staff?
The neighborhoods are centralized communities found across the university’s campus that offer shared spaces for residents to live, learn, eat and grow together. Each neighborhood enhances the on-campus experience by cultivating positive relationships between guests and our team members and by providing convenient resources to support students’ four key developmental areas: academic, health and wellness, intercultural and residential.

Does MSU offer support groups for women on campus?

- There are no support groups for support staff women at this time at Michigan State University. From time to time (usually each semester), the MSU Counseling Center offers support groups for women who are survivors of sexual assault/abuse; however, those groups are intended for students at the university. The Employee Assistance Program, the equivalent of the Counseling Center for faculty and staff, does not conduct support groups for employees.

Strategic initiatives, issues that affect women in the workplace, NOT operation issues.

- This was addressed this live at the forum - [http://livestream.com/msualumni/WACSS2015](http://livestream.com/msualumni/WACSS2015)