

NEWSLINE

ISSUE 1.2 | FEBRUARY | 2010

SHAPING THE FUTURE

As the University continues Shaping the Future of Student Support Services, the next task will use the neighborhood framework to reorganize some aspects of student services.

Nine workgroups have been assembled to work towards the five proposed outcomes:

- An integrated and maximized system for residents' support.
- A unified set of academic success and engagement services.
- A system for the local delivery of integrated services to promote health and wellness of students.
- Integrated services to promote academic success and engagement for academically at-risk students.
- Integrated services to promote inclusion, globalization and internationalization should be a part of each neighborhood.

The nine groups working toward planning these outcomes are:

- **Building the Neighborhoods** led by Scot Yoder of the Residential College in the Arts & Humanities
- **Guiding and Supporting At-Risk Students** led by Gary Anderson of the School of Social Work
- **Planning the Multi-Cultural Experience** led by Paulette Granberry Russell of the Office for Inclusion & Intercultural Initiatives
- **Promoting Health and Wellness** led by Dele Davies of Pediatrics & Human Development
- **Mentoring / Coaching Undergraduate Students** led by Matthew Wawrzynski of Educational Administration
- **Advising Undergraduate Students** led by Kelley Bishop of Career Services and Placement

(Cont. on page 4)

INVESTING IN OUR TEAM MEMBERS

Celebrate State is a new Residential and Hospitality Services divisional guest service program. It includes two parts: a divisional welcome for our new team members and a divisional guest service program for everyone. The divisional welcome portion of the program reminds us that it's exciting to be a part of Michigan State University and the Division of Residential and Hospitality Services. It also teaches team members about the history of our division and the importance of quality service. The guest service part of Celebrate State helps team members build a spirit of partnership and collaboration and promotes a service mindset for all.

Whether you're new to the team and take part in the three-day version or are a veteran team member who participates in the two-day version, you can count on having some fun with tours, games, food, prizes and engaging exercises.

In addition to Celebrate State, newly hired team member orientation programs, called "on-boarding," will be created and implemented by our four operational departments including Campus Living Services, Culinary Services, Spartan Hospitality Group and Auxiliary Services departments. All departments will have an on-boarding program that aligns with the divisional Celebrate State program.

NEIGHBORHOOD WEB SITE

When undertaking a big project, especially one as large as our move to create student service-driven communities within the MSU campus, communication is key. That's why we're proud to present **neighborhoods.msu.edu**, a fast and easy way to stay up-to-date on all of the work that we're putting into the Neighborhood Concept.

The Neighborhood Concept seeks to integrate academics, student services and operations into a seamless, intentional and connected experience for students at a scale that makes a large institution feel small. Our campus is divided into neighborhoods based on living and learning opportunities and strives to enhance the student experience by localizing culinary and student support services and providing each neighborhood with program spaces, classrooms, technology and resource rooms.

With **neighborhoods.msu.edu**, we'll share all of the public reports, presentations and other documents that explain how we're working within the Neighborhood Concept. As workgroups complete their recommendations, they'll get posted here. As administrators make decisions about how we'll be integrating services, this Web site will let you know. We hope to be open and honest about the ways the Neighborhood Concept will change MSU, and we think **neighborhoods.msu.edu** will help us achieve that.

ENTERPRISE BUSINESS SYSTEMS

Beginning Jan. 1, 2011, MSU will record and store human resource and financial information in a new system. All faculty and staff will be using the new Employee Self Service Web site to manage their benefits and change basic employee information, such as addresses or emergency contacts. Enterprise Business Systems Projects (EBSP) is developing a network of in-unit coaches that will help their team members become familiar with the new systems. In addition to this coaches network, training will be offered through unit presentations, online tutorials, learning labs and other approaches.

Sometime this summer, more information about what users can access in the new systems will become available, as well as an initial schedule of classes and an outline of the registration process. Right now, more information on EBSP can be found on the training page of the EBSP Web site at **www.ebsp.msu.edu/training**. If you have a question or concern, please contact Fred Kayne by e-mail at kayne@ais.msu.edu.



BALANCED SCORECARD

In 2009, the Division began developing a performance measurement tool called the Balanced Scorecard. The Balanced Scorecard is a tool which measures our success towards meeting our goal of Delivering Outstanding Spartan Experiences by achieving several objectives. If we think of the Division as an automobile, the Balanced Scorecard is our dashboard, displaying all of the important information that keeps us safely on the road and delivers us to our destination.

The Balanced Scorecard measures our progress on issues such as guest satisfaction, sustainability and the number of successful renovation projects. It focuses on departments and units, not individual performance, but we can all participate by being more aware of how we contribute to achieving the goals listed on the Balanced Scorecard.

In the coming months, you will learn more about the Balanced Scorecard. Some team members will be trained in how to use it, others will be informed of Balanced Scorecard progress at their daily lineup meetings. Look for more info here in Newslines and through other outlets about how the Balanced Scorecard can help us all achieve greater success.

DIVISION ANNOUNCES REVISED ACCURATE REPORTING OF TIME WORKED POLICY

With new financial and human resources systems in place through the Enterprise Business Systems Projects, the Division is taking steps to make sure that the time all employees work is accurately reported.

Under the Accurate Reporting of Time Worked Policy, all divisional 1585 team members will be responsible for the same time scanning procedures. Effective Jan. 31, 2010, all 1585 team members are required to scan in and out at the beginning and end of the scheduled work shift, as well as scheduled meal breaks when leaving the current worksite. This change will make things consistent throughout the Division and will help us make sure that everyone's time is correctly recorded and paid for.



MOVE TO MICROSOFT OFFICE 2007

We are updating all divisional computer systems to Office 2007, a more current version of the software suite that includes Word, Powerpoint and Excel. Updates will occur on all computers in the Division through March and April, affecting all divisional team members. These updates will improve our productivity.

Information Services will make the Office 2007 installation available in March. You will be able to quickly and easily install the update by double-clicking on an icon that appears on your desktop. Office 2007 has a very different look and feel from all previous versions of Office; you may need to spend some time learning how to accomplish tasks in this new version. If you require assistance, training is available. Talk to your supervisor or visit is.rhs.msu.edu/office2007 to learn more.

SHAPING THE FUTURE *(Cont.)*

- **Integrating Neighborhood Services** led by Theodore Curry, associate provost and assistant vice president of Academic Human Resources
- **Promoting Safety and Security** led by William Wardwell of the Department of Police and Public Safety
- **Supporting Academic Success** led by Francisco Villarruel of Family and Child Ecology-CSS

Each workgroup will include 12 to 16 staff and faculty members and will have representation from both Campus Living Services and Residence Life. Reports are due in March.

Another event planned for this next phase is a Student Summit on Neighborhoods which will be open to all students. The Summit takes place Monday, February 15 from 6 p.m. to 9 p.m. in the MSU Union Ballroom. The event will inform students of the neighborhood concept.

SHARE YOUR COMMENTS

HAVE COMMENTS OR QUESTIONS ABOUT WHAT'S HAPPENING IN THE DIVISION?

VISIT THE WEB

- Go to future.rhs.msu.edu and submit in the "Ask Your Questions – Tell Us What You Think" section on the Web site.

LEAVE A MESSAGE

- Call 517-355-4588 to leave your question as a voicemail for Strategic Initiatives Managers Jane Emery and Ken Horvath.

