Introducing the HR Solutions Center

We’ve spent the past several months telling you about our reorganization and our centers of expertise. Now it’s time to introduce our HR Solutions Center, the central point of contact for MSU Human Resources.

Before our reorganization, MSU faculty, staff and other stakeholders needed to know exactly what their question or issue was in order to decide which area of Human Resources to contact. The response time could be long and individuals may have gotten inconsistent answers between different people or areas.

MSU Human Resources is now moving to a tiered escalation model for customer service. Tier Zero is the technology component, encompassing the HR website, Avaya telephone system and HR/Payroll sections of the EBS Portal. Tier One is the Solutions Team members of the HR Solutions Center. These HR generalists can answer the majority of questions that come into HR. If they are unable to address a particular question or issue, they will elevate it to Tier Two, our Centers of Expertise. Finally, a small amount of issues or questions will need the guidance of HR leaders, Tier Three. It’s important to note that while the Solutions Team may need to transfer the question, they will still “own” the inquiry and make sure it gets resolved.

The Solutions Center also encompasses an Operations Team. This team handles personnel transactions, employee records, data queries, monitoring and compliance functions. The Operations Team typically works more closely with MSU units and vendors, but they are critical to serving the university.

With the introduction of the HR Solutions Center, our goal is to change your service experience with our department. When you have a question, you will just need to know one phone number and one email address. If you’d like to come in to speak with someone, there is one central location to visit in the Nisbet Building.

Whether you have a question on employment or benefits, orientation or retirement, the HR Solutions Center is who you should contact. We will strive for an accessible, accurate, consistent and pleasant service experience for everyone who contacts our center.

Save the Date! October 8 from 3 p.m. to 6 p.m. is the grand opening of the HR Solutions Center. Watch your inbox for an email with more information soon. 🎉
Nominations Due for Upcoming Staff Awards!

Two awards for support staff have upcoming nomination deadlines. The first is the Jack Breslin Distinguished Staff Awards. This is a $2,500 award presented annually to six university support staff members. The award is named in honor of the late Jack Breslin, a student leader, honored athlete, former University Vice President and steadfast advocate of MSU.

Criteria for selection of recipients include overall excellence in job performance, supportive attitude, contributions to the unit or university that lead to improved efficiency or effectiveness, and valuable service to MSU. Nomination forms for the 2014-15 awards are due by October 29, 2014 and can be found at http://www.hr.msu.edu/recognition/supportstaff/DistStaff.htm. Contact HR at 517-353-3720 with questions.

The second is the Ruth Jameyson “Above and Beyond” Award. This annual award recognizes one support staff member who is pursuing a post-baccalaureate degree while also performing “Above and Beyond” in the scope of their duties at MSU. The $2,500 award is given in honor of the late Ms. Jameyson.

Nomination forms are due by January 30, 2015. The nomination form and the full award criteria can be found at http://www.hr.msu.edu/recognition/supportstaff/JameysonAward.htm. Contact Michael Rice at 517-420-6943 with questions.

MSU Benefits Open Enrollment is October 1 - 31

Open enrollment for your 2015 health, dental, Flexible Spending Account and optional benefits will take place through the month of October.

Benefits Fairs with benefits vendors and HR staff members will be held October 14-16 at the Breslin Center. The open enrollment guide will be emailed to you by Monday, September 29. Please make sure to review this year’s guide as there are several important changes to note. All open enrollment information will be posted as it becomes available at http://www.hr.msu.edu/openenrollment.

MSU HR is Sponsoring a Project 60/50 Event

MSU’s Project 60/50 is a year-long community conversation on civil and human rights. There are numerous events happening throughout the remainder of 2014. One of those is co-sponsored by MSU Human Resources: Social Justice, Affordable Health Care and the Individual Responsibility. The conversation takes place on Friday, November 14 from 11 a.m. to 1 p.m. at the Radiology Building Auditorium at 846 Service Road. The conversation will consist of three parts:

1. The history of health care in American Society.
2. The Affordable Care Act- What’s it all about?
3. Medical Responsibilities; The impact and implications on society as it relates to those who have health care and those who do not.

The event will include a light lunch and parking costs will be covered by MSU Human Resources.

In order to attend the event, you must register by Friday, November 7. Online registration is available at https://www.surveymonkey.com/s/HRProject6050. If you have any questions, please contact Todd Bradley at bradl264@hr.msu.edu or 517-884-4976.

To learn more about Project 60/50, visit http://project6050.msu.edu/.
MSU Community Charitable Campaign Kickoff

On September 26 the MSU Community Charitable Campaign will hold its annual kickoff. Campaign volunteers will be greeted with encouraging remarks by President Simon, Dr. Marylee Davis and others in order to “kick start” the campaign with the goal of once again being a significant partner with the Capital Area United Way in strengthening our community.

As in the past two years, the campaign will continue to offer the university community the option of making pledges electronically. Faculty and staff will receive their solicitation via email with instructions about how to use the user-friendly form that mimics the paper form, with drop-down menus and automatic acknowledgement of the pledge. MSU faculty and staff can find this form via the EBS Portal - ESS/FSS tab, under the University Information link. However, in order to make sure everyone is able to make their pledge in a manner that suits their needs, the pledge form can also be found via the MSUCCC website, printed off and sent in via campus or U.S. mail.

MSU as an institution is involved in teaching, research and service throughout the world. The MSU Community Charitable Campaign provides faculty, staff, retirees, students, organized labor and affiliate organizations with an opportunity to make a difference right here in our own community. The people MSU helps by their generous donations include our friends, neighbors and people we see every day while living our own lives.

The campaign leadership is asking Team MSU to once again reach out to the local community by making a pledge. They believe if Team MSU has the will, the campaign will be a success! They also want to remind everyone that taken individually, each gift will help someone in need. But as part of the greater university-giving effort, we have an opportunity to help make mid-Michigan a better place to live!

Learn more at http://www.msuccc.msu.edu/.

New Opportunity for MSU Leaders

Being in a leadership role can be busy, challenging and sometimes isolating. Ongoing learning and the support of peers makes the journey less painful and more rewarding. To meet that need there is now a great opportunity at MSU called Leadership Connection. Leadership Connection is a community of MSU leaders at all levels who gather to network, gain support, share ideas and collaboratively pursue professional development. Formerly called the Foundations Roundtable, this group is being reworked to reach a broader audience and identify discussion points of interest. Visit http://professionaldevelopment.hr.msu.edu/leadership-connection to learn more and sign up to receive notifications about meeting times.

Woman to Woman Financial Essentials Workshops

MSU HR is pleased to be a sponsor of two workshops especially for women interested in enhancing their financial knowledge. These free workshops will be held October 8 at the MSU Union. The workshops are hosted by TIAA-CREF and additionally sponsored by the Family Resource Center, Women’s Resource Center and Women’s Advisory Committee for Support Staff.

Postcards from the Future: A Women’s Guide to Financially Ever After is designed to help the mid- to later-career women create successful investing and saving strategies. The session runs from noon to 1:30 p.m. with lunch provided.

Start to Finish: The Early Career Woman’s Guide to Financial Wisdom offers basic financial knowledge for women at the start of their career. The session runs from 4 p.m. to 5:30 p.m. with refreshments provided.

Learn more and register at http://www.hr.msu.edu/benefits/retirementplaneducation.htm.

Questions? Contact Human Resources at retirementinfo@hr.msu.edu or 517-353-4434.
What you may have missed this month on our blog...

Breathe Easy: Tobacco and Nicotine Cessation Program

The deadline to pre-enroll in MSU’s tobacco and nicotine cessation program, Breathe Easy, is quickly approaching. Breathe Easy combines a number of approaches, such as behavioral support sessions and medical evaluations, in order to help participants kick their tobacco and nicotine habits once and for all. Participants may elect to use conventional anti-smoking treatments or can attempt smoking cessation sans medication. In order to be eligible, participants must be MSU faculty, academic/support staff, graduate student employees or adult benefits-eligible family members.

This fall’s pre-enrollment orientation date is scheduled for Wednesday, October 8.

Read the rest of the post here.

Thank You MSU IPF!

This month, we would like to extend a warm thank you to the department that maintains the physical aspects of MSU’s campus, Infrastructure Planning and Facilities (IPF). From general services to construction and renovation projects, IPF works diligently to ensure that our surroundings on campus remain in superior condition. The department also repairs vehicles and provides exemplary recycling and reuse services. IPF enhances MSU in ways far greater than purely cosmetic, however. The department’s reliability and open communication tactics have truly ascertained its position as an invaluable component of Michigan State University.

Here’s to you, IPF! Thanks for all that you do.

2014 Campus Flu Clinics

The Office of the University Physician will be offering flu clinics at various campus locations in October and November. Flu vaccines administered at the flu clinics will again be subsidized by Human Resources for MSU faculty, staff and retirees and will be offered this year at no cost. The vaccine cost for non-MSU employees and students will be $30.

View this year’s flu clinic schedule by clicking here.
Professional Development Services’ Education Opportunities

To register or get more information on any of these upcoming HR Professional Development Services (PDS, formerly HRD) courses, look at the SpartansLearn.msu.edu catalog on the Human Resources website at www.hr.msu.edu or go to SpartansLearn.msu.edu. The current catalog is available under the “HR News” section of the HR website.

Bilingual Support Staff: Advanced Communication Skills
Thursdays, October 2, 9, 16, and 23, 2:30 p.m. - 4:30 p.m. (all sessions required, no make-ups)
Presenter: Carol Arnold, MSU English Language Center. Free.
Speaking more than one language is an amazing asset, yet sometimes in this fast-paced world it is difficult to find the words or expressions to say exactly what we want to say. This series of workshops will cover oral and written communication strategies, grammar and guidance for effective personal interaction.

Communicating Up
Thursday, October 16, 1 p.m. – 4:30 p.m.
Presenter: Pam Wyess. $135.
Position your communication so that your boss will listen and act on your ideas. Learn how to get the boss’ attention, deliver bad news or influence decision-making.

MSU Budget Process
Friday, October 17, 8:30 a.m. – 4 p.m.
Presenters: Sarah Blanck, Provost’s Office and Denice Beckwith, Office of Planning and Budgets. $25.
Creating, building and maintaining the budget at every level at MSU is a complex procedure requiring knowledge and resources. Applications of new financial planning and reporting tools will be addressed.

Conducting Successful Focus Groups
Tuesday, October 21, 1 p.m. – 4:30 p.m.
A focus group is a great way to gain in-depth information about a particular topic or issue, gauge perceptions or follow up on survey results, but done incorrectly your results me be questionable at best. This class will use role plays and case studies.

Crucial Accountability
Tuesday, October 28 and Wednesday, October 29, 8:30 a.m. – 4:30 p.m.
Presenters: Todd Bradley, MSU Human Resources. $250.
This two-day course teaches a step-by-step process for enhancing accountability, improving performance and ensuring execution. Learn how to talk about violated expectations in a way that solves problems while improving relationships.

Contact HR
• 517-353-4434 or benefitsinfo@hr.msu.edu for questions related to benefits.
• 517-353-3720 or hrstaffingservices@hr.msu.edu for questions related to hiring, staffing, classifications, compensation and job postings.
• 517-355-1526 or records@hr.msu.edu for questions related to processing of academic hires and academic job postings.
• 517-353-4330 or records@hr.msu.edu for questions related to employment verification and time processing.
• 517-355-0183 or ProDev@hr.msu.edu for questions related to professional development courses.
• 517-353-5510 or hr.er@hr.msu.edu for questions related to unions, grievances, arbitration and employee discipline.