Faculty & Staff Engagement

Christine Carter
November 3, 2017
EVPAS Mission, Vision, Values

Mission
To promote high performance behaviors, increase institutional effectiveness and support academic advancement through cross-campus initiatives and investing in people, processes, and the environment.

Vision
Administrative Services is committed to being the recognized leader for outstanding service delivery, innovation, and continuous improvement.

Values
(in addition to the University values: quality, inclusiveness, connectivity)

Practice
We deliver effective and efficient service. We anticipate change and have a bias for taking innovative action and creating a collaborative environment.

People
We empower employees to advance our mission and foster personal growth through continuous learning and development.

Stewardship
We are accountable for the decisions, outcomes and financial results that ensure a sustainable future. We utilize technology and analytics to drive action and continually evaluate performance.
Two Platforms that Foster Engagement

1. **Facebook** (support staff only)
   - Facilitate peer to peer conversations

2. **Ideas/Crowdicity** (all benefit-eligible employees)
   - Leverages creativity and insight
   - Provides environment for idea management
   - Fosters innovation / continuous improvement
   - Small gains lead to large advancements
MSU Support Staff Facebook Page

• Created from support staff engagement survey  (Fall 2015)
  • Results – cohesion, communication, consideration

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<tr>
<th>Impact Area</th>
<th>Definition</th>
<th>Facebook Group</th>
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| Cohesion    | Sense of belonging and unity with MSU community | • University-wide membership
              |             | • Peer support |
| Communication | Desire for open channels of communication with leadership to learn about development and wellness events | • Development, health/wellness posts |
| Consideration | Feeling valued, appreciated, and respected for work effort | • Random gift giveaways
                   |             | • “You Rock”
                   |             | • “Spartans Will” |

• Closed group – MSU Support Staff only
  • https://www.facebook.com/groups/supportstaff.msu/

• In development (2016) – pilot group 300 users

• Grown to over 1,200 since January 2017 (20% of support staff)
MSU Support Staff Facebook Page

• Research Project
  • Measure & Improve Employee Engagement
  • Collaboration with Communication Arts & Sciences
    • Gwen Wittenbaum, Associate Professor
    • Josie Boumis, Master’s Student
    • Andrew Petee, Master’s Student

• Activities/Content
  • Peer to Peer Engagement and Communication
  • Recognition/Acknowledgement of others - “Spartans Will” campaign
  • Opportunities/Announcements/Information
  • Giveaways – MSU souvenirs, Dairy Store Coupons, Tickets
Request to join (EVPAS approval)

(post here)

Activity feed (passive moderation)
Provost office day of play in April!

One book, one community

Therese Nugent, Landscape Services employee.
4 yrs - WACSS committee

Staff with Sparty at Annual Service Award

Giveaway – Wharton Tickets

Shaw Vista Culinary Staff recognized for their daily work

MSU Service Awards Convocation at the Kellogg Center last night was excellent. Celebrating 30 years with one of my first colleagues Beth Walter Hoover. It was great seeing so many current and former colleagues.

One book, one community

Come see Saroo Brierley, 2017 One Book, One Community showcase, and author of “A Long Way Home!” There will be two chances to hear him speak about the book: On Sunday, August 27th at 7pm, the talk will be located at the East Lansing Hannah Community Center. On Monday, August 28th at 9am, the talk will be located at the Jack Breslin Student Events Center. Admission is free for both.

Author Saroo Brierley to kick off 2017 One Book, One Community program

Saroo Brierley, author of “A Long Way Home,” will kick off the 2017 One Book, One Community program with a special visit to the East Lansing community this month.

Giveaway – Wharton Tickets

Thank you to Therese Nugent (IPP Supervisor in Landscape Services) for 4 years of service and dedication to WACSS. You ROCK! with Piafette Unbrellas, Russell and Delean Loupa

Staff with Sparty at Annual Service Award

One book, one community

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Provost office day of play in April!

Giveaway – Wharton Tickets

Shaw Vista Culinary Staff recognized for their daily work
Support Staff Poll
employees across the state

Caterer suggestions / direct billing

Events on Campus

Heath 4U Pilates on the Green

Vendor Suggestions for Name Badges

Sharing of benefits available to MSU employees
Building from Facebook / Lessons Learned

• Power of Crowdsourcing / Social
• Connect names with faces
• Removed physical barriers (geography/ occupations/ silos)
• Intuitive, easy to navigate
• Anywhere, anytime, and mobile
• Connect to person/job at MSU (Facebook often personal)
• Fosters communication
• Bottom-up, top-down, peer-to-peer engagement
MSU Ideas (via Crowdicity)

• **Idea management platform**
  • Challenges are created by MSU Administrators to seek ideas
  • Users can post ideas, comment, endorse/thumbs-up, and follow various threads and challenges

• **MSU benefit-eligible faculty and staff**
  • Single sign-on
  • MSU data – name, department, title, F/S, email, phone

• **Single topic campaign**
  • Ways to save money and be efficient
  • Ways to foster and support innovation & creativity

• **Segment to specific groups**
  • Assign a moderator to a unique subset of topics / users
Welcome

Welcome to the MSU Ideas Home Page! Click on the link to the right to enter the portal.

This portal, Powered by Crowdity, is a crowdsourcing idea management tool that enables faculty and staff to collaborate and submit feedback and ideas that are important to them and the work that they do. Some important information related to single sign-on, your individual profile, and operating guidelines can be found below.

Feedback and questions can be addressed to ideas@msu.edu.

User Profiles:
- Current MSU benefit-eligible employees have access to this page.
- First-time users will be prompted to complete a profile. The profile contains user name, net id, language, and time zone. Feel free to upload a photo, bio, and skills.
- Department, Title, and Affiliation (faculty/staff) will automatically be populated...as you move departments, your updated information will automatically be updated!

Single-Sign on:
- Current MSU faculty and staff will be able to log-in to the portal just like any other MSU application with your net id/password. If you are already signed into an application such as EBS, you will not be prompted to enter your credentials again.

Challenges:
- Challenges are established to begin the conversation with a topic or question at hand.
- To start, one challenge has been established to solicit ideas related to cost savings and efficiency measures.
- Challenges can be set up that are timeless, time-oriented, or funnelled (Jackie - pls help explain)

Postings:
- Users can engage in a challenge by posting an idea or thought.
- Postings cannot be deleted by a user, only edited...a moderator, however, can delete them.
- Postings can be flagged if inappropriate and moderators/administrators are notified. See guidelines below.
Main MSU Ideas Portal Overview

Welcome to the MSU Ideas & Innovation Home Page
Welcome to the MSU Ideas platform.

Challenges (scroll)

# of submissions

Activity
- Summer Issawi has voted on "Engaging eSports"
  3 hours ago
- Jeffrey Utter posted the idea "Engaging eSports" in Innovative Idea?
  3 hours ago
- Christine-user Carter posted the idea "This is a test - catchy title" in Establishing Cost Savings and Efficiencies

Leaderboard
- Erik Jonathan Segur n/a
- Clare Worthington n/a
- ddddddd n/a
- Geronimo Felipe n/a
- Nathan Aaron Evans n/a
- Joseph Thomas... n/a

Latest
- Engaging eSports
  Posted in: New Services
  Top voted: 1
- This is a test - catchy title
  Posted in: Establishing Cost Savings and Efficiencies
  Top voted: 0
- MSU Monorail
  Posted in: Buildings and Grounds
  Most discussed: 3
- Underground gopher tunnels
  Posted in: TEST—How Can We Improve Mobility?
  Most discussed: 1
- We need an OJD on campus...
  Most discussed: 1
CHALLENGE ZONE

Innovative Idea?

We want to create a commonplace that all staff can communicate their ideas, insights and feedback that’s heard, assessed, and considered. All MSU staff are pivotal to our success as an educational establishment and we want to engage with you and see how we can make MSU better for all! What do you want to see change at MSU that will make the workplace better for all?

Click below to post an idea or scroll down to see other ideas that have already been posted and comment or vote with a thumb up/down!

OWNERS & MODERATORS

Christine Carter
Chuckie
Nick Gregg
Stephanie Hester
Richard Killju
Admin
Admin
Admin
Admin
Admin

# of ideas, likes, comments, people engaged

Description

Post an Idea
Submitting a Post

User driven

Credit or tag another user

Additional info
Viewing an actual challenge w/ posts – pg 2

Post your own idea/thought

Examples of already submitted ideas, votes, comments

Moderator driven

User driven

Moderator driven
Next Steps...

• Harness ideas from the MSU community at large
• Identify areas of improvement
• Big or small ideas – all will be considered
• Turn ideas into actionable plans
• **WE NEED YOU!**
  • Need to foster an environment that motivates and inspires employees to participate
  • Safe environment, okay to fail, be vulnerable
  • Soft launch - we will send the URL to you next week to be a part of a challenge
  • Send feedback to ideas@msu.edu
Questions?

Christine Carter
Chief of Staff
EVP office for Administrative Services
carterc5@msu.edu

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• Lori Buckley (ITS)
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• Ben O’Brien (ITS)
• Jackie Vandenbosch (Pres Ofc)
• Gwen Wittenbaum (Facebook / CAS)
• Many others!!
In closing, we:

• Are in the business of promoting a Culture of High Performance
• Continuously improving quality and efficiency
• Providing new and better tools for staff to be more effective
• Supporting faculty and streamlining processes
• Ensuring safety and security
• Eliminating waste and reducing costs

...all in support of the academic mission