



To: Satish Udpa, Executive Vice President for Administrative Services

From: WACFO Benefits/Work Climate/Health & Safety Subcommittee
(Shannon Cunningham, Chair; Karen Johnson; Tonya Jamison)

Re: Unique phone number for MSU

Date: June 20, 2013

Purpose and Intent of Recommendation:

To establish a best practice, raise awareness, and identify the resources available through the MSU Operator for the MSU community and the community at large. The visibility of these resources would allow for MSU residents, employees, and visitors to obtain general information regarding MSU and facilitate timely notification of maintenance concerns.

Recommendation #1:

Utilize one recognizable phone number to obtain pertinent MSU information, to report safety issues, and to report maintenance concerns. Currently there are two phone numbers (517-355-1855 or 517-353-1760). 355-1855 is the MSU Operator telephone number used to obtain MSU information, such as phone numbers and addresses of departments, students, and staff and signifies the year MSU was founded. 353-1760 is used as an internal number to reach Infrastructure Planning and Facilities dispatch to report safety issues or maintenance needs. Both numbers reach the same team of employees working in Telecommunication Systems, who direct calls as needed.

Rational:

Having one phone number, such as 517-355-1855, would be easier for people to remember. Having a unique number would also assist with marketing one recognizable MSU phone number.

Recommendation #2:

Publicize the phone number for reporting general maintenance and safety issues across campus that are not urgent in nature such as an exterior light out at the main entrance of a building. This number should be added to materials given to new students entering the university each fall, new employees during orientation, and in other distributed literature. Reminders to employees, or communication pushes, sent each fall about the number and its uses would be helpful as well. The number should also be published and advertised in heavily used areas such as the information booth on Trowbridge Road and inside the campus parking ramps. Other

suggested areas to post this information are restroom stalls and/or by mirrors next to the University Physician's notice about washing your hands.

Rationale:

The campus wide publication of this underutilized resource would ensure that MSU staff, students, parents and the community at large, is aware of this invaluable resource to access departments or individuals. The utilization of this phone number would encourage personal accountability, lead to problem resolution, and ensure good citizenship by providing a wealth of knowledge to individuals that need assistance. We believe that if a majority of WACFO members were unaware of this number, others on campus, parents of students, and those attending academic lectures and sporting events are most likely unfamiliar with this phone number as well. In conclusion, it is in the best interest of employees to be aware of all assets, tangible and non-tangible, available to them to ensure a safe environment is created for students, staff, and MSU visitors, and to improve productivity and efficiency.

Implementation of these recommendations would ensure:

- Ease of use with most persons carrying cell phones.
- Timely reporting of maintenance and safety concerns.
- The ability to have and market one number for the MSU community and the general public to use.