

MICHIGAN STATE
UNIVERSITY

To: Satish Udpa, Executive Vice President for Administrative Services
From: Women's Advisory Committee for Support Staff
Re: Update the MSU Computer Access and Training Initiative
Date: May 20, 2014

Purpose and Intent of Recommendation:

To ensure MSU continues to invest in its labor employees with ongoing computer access and training, by addressing issues that have arisen since the recommendations and implementations of the MSU Computer Access and Training (CAT) Task Force.

In 2005, attention was focused on ensuring that labor employees had adequate computer skills and access to computers, when an electronic survey of a group of labor employees yielded minimal response.

As one of the Boldness by Design initiatives, a task force was created to address issues of labor employees' basic computer skills and workplace access to computers. As a result of the recommendations of the task force, approximately 1,500 labor employees were assessed and were provided necessary training. Additional computers and printers were purchased specifically for use by labor staff, and all offers of employment to new MSU employees were and continue to be contingent upon successful completion of the university's basic computer skills assessment.



Women's Advisory
Committee for
Support Staff

Michigan State University
Hannah Administration Building
426 Auditorium Road, Room 412
East Lansing, Michigan
48824

Phone 517.355.5014
Fax 517.353.6772
www.adminsv.msu.edu

Recommendation #1:

Include an Enterprise Business Systems (EBS) orientation with the Computer Skills Assessment test given by Human Resources during the orientation process. Provide instructions and hands-on navigation of EBS, and all of the resources it offers within Employee Self-Service. The prospective new-hire should be able to document certain key information on the Computer Access and Training Initiative Hands-On Computer Skill Evaluation to exhibit navigation proficiency.

Rationale:

Employee benefits, time, and payroll information is now handled through EBS, which was not in place when CAT was implemented. An introduction to EBS is necessary for new labor staff to be familiar and know how to access this system.

Recommendation #2:

Encourage a culture that promotes adequate access and opportunity for labor employees to receive/send email communications, use electronic processes in their work, and perform electronic functions associated with their employment at MSU. Department managers should encourage supervisors to provide opportunity and access to computers for their employees and to facilitate needed training if requested. Placement of computers should allow for employee's privacy. All computers should have the Microsoft Office Suite and Adobe Reader and should be updated and maintained regularly.

Rationale:

Labor employees are more likely to utilize computers and seek out training and resources if their department supervisors and managers support it. The University's reliance on electronic communications and processes requires that administrative support staff, including labor employees, possess basic computer skills and to have reasonable workplace access to computers that are regularly maintained and up-to-date.

Recommendation #3:

Orientation for new employees should stress the difference between an employee's MSU NetID and password, as opposed to a departmental email and password. The department orientation should provide instruction on how to forward NetID email from the main MSU network to the employee's department email. Employees should be referred to <https://netid.msu.edu/> for further information regarding their MSU NetID.

Rationale:

Stressing the difference between an employee's MSU NetID and departmental email and password is important as these are often confused. If desired, employees can forward MSU NetID email to department email for ease and efficiency.

Recommendation #4:

Communicate and give examples of attempted phishing efforts to ensure that new employees know that MSU will never request personal information through a website and/or by email.

Rationale:

Informing new employees of these attempts will help alleviate new employees from being victims of potential phishing attempts.

Implementation of these recommendations would ensure:

- that labor employees are given multiple opportunities for familiarization with EBS
- clear understanding of the difference between their MSU NetID email and their departmental email and how to forward email from one to the other for the sake of ease and efficiency
- support from department managers and supervisors with regard to computer access and training
- continued support of the original CAT Initiative goals as MSU's technology and systems evolve
- education of attempted phishing attempts and how not to become a victim