Women's Advisory Committee for Support Staff Annual Report for 2019-2020

Submitted: June 25, 2020
Approved: June 25, 2020

The Women's Advisory Committee for Support Staff (WACSS) advises the President[1] of Michigan State University about issues that primarily affect women support staff. The Committee's role is to:

- Identify areas in which the university could improve responsiveness to concerns from women support staff and other employees and propose creative solutions.
- Recommend policies, programs, or procedures that impact women support staff and other employees at the university.
- Ensure a productive and educational work environment and support an inclusive campus community.
- Alert the Administration and suggest solutions for problem areas related to women support staff and other employees at the university
- Serve as liaison between MSU employees and the Administration.

WACSS Mission Statement: The Women's Advisory Committee for Support Staff supports a culture of equality, equity, engagement, and inclusion by providing a voice for women support staff at Michigan State University.

WACSS Vision Statement: The Women's Advisory Committee for Support Staff will be the leader in elevating advancement and leadership in the MSU Community by empowering and reawakening women support staff through the promotion of equity, education, and advocacy.

WACSS Values:

- Advocacy
- Connectivity
- Engagement
- Staff Development

The 2019-2020 Annual Report serves to outline the activities and accomplishments achieved by the Women's Advisory Committee for Support Staff during the 2019-2020 Academic Year.

Membership:

WACSS began the year with 15 members and two open positions (APSA and Labor). We filled both positions in September 2019. Each WACSS member volunteers to serve on one of four subcommittees for the year. Additionally, committee members may volunteer to serve in other roles needed to fulfill the duties and mission of WACSS. Roles filled by each committee member for the 2019-2020 year are outlined below.

---

[1] As of September 30, 2019, WACSS advises President Samuel L. Stanley, Jr. Previously we advised Executive Vice President of Administration, Satish Udpa, until he stepped down from the role back into his tenured faculty position.

Executive Committee
Chairperson: Lisa Desprez
Vice Chairperson: Ashley Lathrop
Secretary: Amanda Jones

Benefits/Work Climate/Health and Safety (BWCHS)
Subcommittee Chair: Shannon McGaughey
Members: Kathy Dorshimer, Crissy Hodges-Chakrani, and Jackie Vandenbosch

Diversity/Pluralism/Inclusion (DPI)
Subcommittee Chair: Susan LeCureux
Members: Lisa Desprez, Elbony Hawkins, and Jonne' McCoy-White

Training/Development/Communications (TDC)
Subcommittee Chair: Emily Khan
Members: Angela Bigelow, Ashley Lathrop, Anslee Norris, and Penny Shanks

University Engagement and Membership (UEM)
Subcommittee Chair: Sherry Stevens
Members: Pam Hebeler, Amanda Jones, and Melissa Peek

Annual Spring Forum Planning Committee
Members: Angela Bigelow, Kathy Dorshimer, Pam Hebeler, Amanda Jones, Emily Khan, Anslee Norris, and Melissa Peek

Sexual Violence Advisory Committee (WACSS Appointed Member)
Member: Jackie Vandenbosch

Social Media
Liaisons: Amanda Jones and Emily Khan

Areas of Focus:
During the June 2019 and July 2019 retreats, the members of WACSS discussed and determined what areas and issues they would focus on for the 2019-2020 academic year.
- Improving access, awareness, and utilization of Education Assistance and other Professional Development Benefits
- Promoting diversity and inclusion in MSU's administrative operations including human resources and strategic planning
- Encouraging two-way communication between MSU Support Staff and MSU Administration
- Increase women representation in service maintenance and skilled trades positions
- Supporting opportunities for women at MSU in leadership, mentorship, and advocacy.

WACSS has established four subcommittees that create goals and plans to further our areas of focus. They engage with support staff to understand where gaps in knowledge and participation existed in each focus area and seek solutions and actions to recommend to the President and/or other administrators as needed. Summary reports from the WACSS subcommittees dedicated to each area follow.

Benefits/Work Climate/Health and Safety

Goals:

1. Educational Assistance: Finalize tutorial for WACSS website to provide a reference on what the benefit is and how to use it
2. Success with Mentoring: Outline the steps to Finding/Becoming a Mentor
3. WACSS 101: Create a resource manual for new members of WACSS
4. Know More Survey: Results, reactions, review, recommendations
5. TIAA CREF Financial Workshops: promote to MSU employees
6. WorkLife Office Reimbursement for Shipping Breast Milk: promote to MSU faculty and employees
7. Pathway for On Call Employees to Transition to Full-Time Employment: Recommend a shorter/easier path for On Call Employees to become full-time employees at MSU

Actions:

1. Educational Assistance: In process. The subcommittee is working on a reference for the WACSS website explaining the types of educational assistance, eligibility requirements and approval process. Included resources for professional development. Currently routing to Julie Rorick and Jennie Yelvington in HR for final review before posting to website.
2. Success with Mentoring: In process.
   a. Drafted the process to find a mentor and become a mentor.
   b. Next step: Review by subcommittee, then Christine, then WACSS
3. WACSS 101: In process.
   a. Drafted a Resource Manual for New Members of WACSS and sent to Christine Leese for review
4. Know More Survey: Completed. A special meeting was arranged on 1/8/20 with presenters Rebecca Campbell PhD, Carrie Moylan PhD, and Lieutenant Andrea Munford discussed the survey findings and we had a group brainstorming session to address what steps will address the gaps revealed in the survey.
5. TIAA CREF Financial Workshops: completed and held October 3 (Estate Planning), November 7 (inside money – managing income and debt), and November 8 (webinar); information was promoted through social media and placed on the WACSS website.
6. WorkLife Office Reimbursement for Shipping Breast Milk: On hold, due to a freeze on business travel since Spring 2020.
7. Pathway for On Call Employees to Transition to Full-Time Employment: Initial research revealed that the topic is complex and specific to individual unions and the process is not well known. A reference document was created explaining the topic and was shared with WACSS at large.

Next Steps and Overall Recommendations:

1. Educational Assistance: Upon review and approval from HR, we recommend that the resource be posted on the WACSS website and shared on or with relevant social media channels (WACSS, MSU Support Staff, MSU HR, Work Life Office, InsideMSU, etc.)
2. Mentoring: We recommend the next BWCHS committee continue work creating mentorship resources to share on the WACSS website and beyond.
3. WACSS 101: We recommend that the new members of the 2020-2021 committee experience a thorough and supportive introduction to serving on the WACSS committee, subcommittees, etc.
4. It should be noted that the WorkLife Office is working on an incivility policy and the committee should stay connected with the office should any action take place in this regard as they are aware of WACSS's interest in this topic.

Diversity/Pluralism/Inclusion

Goals:

1. Nominate WACSS for the [Excellence in Diversity Award](#) (EIDA), *Excellent Progress Toward Diversity Collaboration* category
2. Update the MSU HR recruitment brochure so that it is more diverse and representative of areas of MSU, and distribute to under-represented groups in the area
3. Review MSU workforce diversity analytics and research the history of the support staff placement goal process
4. Review the Office of Inclusion and Intercultural Initiatives (I3) 2005 Support Staff Hiring Practices document and the Faculty and Academic Staff Hiring Toolkit.

Actions:

1. EIDA: The award nomination was submitted in November 2019 prior to the due date. In January 2020 WACSS was notified that we had won the award for the category submitted. Committee members attended the awards ceremony on February 11 at the Kellogg Center and were highlighted in a video compiled for the event.
2. MSU HR Recruitment Brochure: This year's subcommittee members completed the goal started by the subcommittee the previous year. The new brochure was promoted to MSU HR support staff via email and social media and shared with 15 local minority-focused community groups either in person or via email.
3. MSU Support Staff Workforce Diversity: The subcommittee reviewed the data specific to support staff employees in the [Diversity Reports](#) published by the Office of Inclusion and Intercultural Initiatives (I3). We found that minorities make up about 20% of the support staff workforce and this has not changed much in the last 14 years. On April 15, 2020, the subcommittee met (virtually) with BJ Abrams of I3 and he explained how placement goals are measured and set. The subcommittee in turn explained to BJ, who is new to the university, how the placement goal process for support staff postings used to exist until 2015. We followed up with him after that meeting, providing him with specifics on how that process worked and why it was discontinued. In a memo from WACSS to I3 sent in early June 2020, a recommendation was made to reinstate a placement goal process for support staff postings and hires and included several other suggestions. See Appendix I for a copy of the memo.

4. In their review of the 2005 Support Staff Hiring Practices and the Faculty and Academic Staff Hiring Toolkit, subcommittee members added many suggested edits and comments to the content of both documents that could be used to create a new support staff recruitment and hiring toolkit. The recommendation of creating this toolkit, along with the edited versions of these two documents, were included in the memo mentioned previously that was sent to I3 in early June. This memo and relevant attachments were first sent to the full committee for review and comments before being sent to I3.

Recommendations to the Office of Inclusion and Intercultural Initiatives:

1. Reinstatement of the placement goal review process for support staff positions
   - Implement a placement goal process prior to the job posting
   - Provide training and/or other resources for MSU staff involved in hiring processes about diverse recruitment best practices (includes the support staff recruitment and hiring toolkit recommended below)
   - Seek input and involve stakeholders throughout the process of creating and implementing the new placement goal processes.
2. Creation of a toolkit for support staff recruitment and hiring. A suggested outline of content for this toolkit was shared in the June 2020 memo to I3.

Next Steps and Overall Recommendations:

1. The subcommittee recommends that next year's subcommittee follow up with BJ Abrams and Paulette Granberry Russell from I3 and Sharon Butler from HR to help with moving the two recommendations to I3 forward.

Training/Development/Communications (TDC)

Goals Developed:

At the beginning of our 2019-2020 year, the TDC set three goals. Throughout the year, we narrowed these goals to be more well-defined, and additionally added a fourth goal. The four goals in 2019-2020 were:

1. Connect with the Women's Networking Association (WNA), building a lasting relationship between the two organizations.
2. Work towards application fee waivers for Staff applying to attend MSU.
3. Grow WACSS's social media profile and reach.
4. Update the WACSS brochure with current MSU branding to be more engaging, informative, and accurate.

Progress Made:

1. In establishing a relationship with the WNA, members of the TDC met with Jaimie Hutchison, the Chair of the WNA Planning Committee, in September 2019. During our meeting, we discussed ways that the two groups could work together to build a stronger network of womxn[2] staff across campus. As a result of this discussion, the WNA and WACSS partnered on the 2020 Martin Luther King, Jr. Day Community Networking Walk. The walk was a rousing success,

---

[2] "Womxn" is a word that replaces woma/en to include all woman-identifying people and to separate from the notion of being derived from their masculine counterparts. Medium.com shares a brief article on the word here.

drawing 25 members of the MSU community on a day filled with activities across campus and leading to the formation of at least one walking group of the event's participants on an ongoing basis.

2. Working with WACSS Advisor, Christine Leese, the TDC has been drafting a letter to send to the Office of Admissions regarding application fee waivers for MSU Staff. Unfortunately, due to COVID-19 and the uncertainty regarding budgets and classes in the next academic year, we decided to leave this letter in draft format and can be easily taken up by next year's subcommittees if desired. The letter includes suggestions for the Office of Admissions to consider implementing and includes space for up-to-date statistics to be included at the time the letter is sent.

3. 2019-2020 was a very successful year for WACSS social media and more details regarding this can be found further in this report. The TDC specifically created an Instagram profile in December 2019, and as of June 2020 we sit at 30 followers on the platform. In promoting WACSS social media and increasing engagement, the TDC launched two giveaways. The first of these giveaways was focused on the MLK Community Networking Walk, soliciting icebreaker topics from potential participants in exchange for an entry for the prize of a WACSS tote bag. This giveaway was launched only via Facebook in January and received a total of six entries. In April 2020, the TDC launched our second giveaway: an MSU mug. This giveaway took place while a majority of support staff were working remotely due to COVID-19 and received incredibly high engagement with 100 entries between Facebook and Instagram. The mug giveaway also directly resulted in 17 new followers on Instagram. The TDC, with the guidance of WACSS's 19-20 social media liaisons (Amanda Jones and Emily Khan), also created a social media strategy and style guide. The guide includes information about account maintenance, how to post as WACSS on each platform (Facebook, Instagram, and LinkedIn), as well as sources and topics for posts.

4. During the 2019-2020 year, the TDC added a fourth goal: updating the WACSS brochure. The brochure was updated with current MSU branding, including utilization of MSU fonts and a bold color scheme. The brochure was also updated to include new photos taken from WACSS's social media, reflect more recent accomplishments and goals of the committee, and to add President Stanley as an ex-officio member. The new brochure was completed and published to the WACSS website in April 2020.

Next Steps & Overall Recommendations:
The 2019-2020 TDC recommends the following actions:

1. Continue to build the connection with the WNA. The Community Networking Walk was a great success and increased awareness of WACSS with the broader MSU community. We recommend keeping connected with WNA and potentially co-sponsoring future events, such as a quarterly networking walk or the WNA's monthly lunch & learn events.

2. Send the waiver request to the Office of Admissions. While the TDC was unable to complete the application fee waiver goal during 2019-2020 due to COVID-19, we still believe this is an important task for WACSS to complete. As such, we recommend that the 2020-2021 TDC or Benefits subcommittee revisit this goal when appropriate.

3. Maintain social media growth as an ongoing goal for the subcommittee and give access to all TDC members. The growing engagement we have seen across Facebook and Instagram has been encouraging, and we would like to continue this trend across all three social media platforms (including LinkedIn). As such, we recommend that each year all TDC members act as social

media liaisons for WACSS, along with the committee's Officers and Advisor. We also recommend that the TDC continue to drive engagement through regular posts, polls, and giveaways.

4. Keep the WACSS brochure up to date. While the brochure has been updated as of April 2020, we recommend that the Officers, Advisor, and/or TDC committee revisit the brochure no less than once annually to keep it current with MSU brand standards, new photos (including the annual committee photo), and newly accomplished goals of the committee/subcommittees.

University Engagement and Membership

Goals Developed:

1. Recruit, review, and recommend appointees for open positions on the current committee and the 2020-2021 committee.
2. Create a LinkedIn Profile to build recognition and credibility for WACSS.
3. Make recommendations on the composition and communication strategies of committees and other workgroups at Michigan State University.

Progress Made:

1. Committee Membership:
   a. The subcommittee reviewed and recommended two applicants to fill vacant positions on the 2019-2020 committee in September of 2019.
   b. The subcommittee began recruitment for the 2020-2021 Committee vacancies in November 2019 and conducted interviews in December 2019. We made recommendations to fill three positions (1 CT and 2 APA).
      i. Recruitment methods including posts on our social media, the HR Source Newsletter, and Union communications.
   c. In the spring of 2020 two additional positions became vacant on the 2020-2021 committee. We quickly reviewed the applicant pool, conducted interviews, and filled the positions.
2. LinkedIn Profile:
   a. The subcommittee was interested in furthering MSU and WACSS' visibility for incoming staff and those looking to MSU as a potential employer. Creating a profile on LinkedIn increased our presence on social media as well as highlighted our existence and work at the university. People use LinkedIn as a resource to learn about the values and culture at an organization. WACSS is a key facet of MSU's workplace culture.
   b. We created the LinkedIn profile in November 2019. We plan to connect with former, current, and potential MSU employees and other interest community members and share news and posts that align with the WACSS values as well as publicize relevant WACSS, MSU, and community events.
3. Committees at MSU
   a. There are many committees at MSU that perform recurring and ad hoc recruitment functions, advocacy efforts, and other projects. WACSS noticed a lack of transparency in how those committees are appointed and filled as well as the way they communicated to MSU at large. We researched how other universities and organizations conduct their committee work as well as best practices currently in place at MSU. From there, we drafted a memo to President Stanley addressing our concerns and recommending changes to current and future committees at MSU.

Next Steps & Overall Recommendations:

1. Committee Membership:
   a. During this year's recruitment process, we found that the interview questionnaire had some redundancies and could otherwise be improved. We recommend that next year's committee reconsider our current processes and make amendments as they see fit.
2. LinkedIn:
   a. We recommend working with the social media committee to grow the reach of our LinkedIn profile.
3. Committees at MSU
   a. As of June 2020, the memo was under review by the Ex-Officio members of WACSS. We plan to send the memo to President Stanley over the summer to address at the first meeting in the 2020-2021 year.

Annual Spring Forum:

The 2020 Annual Spring Forum was scheduled to take place on Monday March 23, 2020 from 12:00 p.m. until 3:00 p.m. at the Kellogg Center. Due to the COVID-19 pandemic, the event was postponed and eventually canceled. Before canceling, nearly 500 support staff members had registered to attend.

This year's theme was Diversity, Equity, and Inclusion with a special focus on Intersectionality. President Stanley and Interim Provost Sullivan were scheduled to address the attendees, followed by an interactive presentation from MSU Dialogues and the Transformative Theater Ensemble. WACSS plans to continue with this theme for the 2021 Spring Forum currently scheduled for March 22, 2021.

Other Activities:

University Response during times of Trauma and Crisis

In depth discussions occurred during a 2018-2019 committee meeting surrounding the need for a 'trauma team' to provide a unified, consistent, and supportive approach to employees affected by a traumatic event. While resources are available through the Work Life Office (WLO), Employee Assistance Program (EAP), Behavioral Threat Assessment Team (BTAT) and more there was not a clear understanding of who to contact, when, and how. WACSS reached out to several members of these groups for their thoughts and recommendations.

In September 2019, the MSU Behavioral Threat Assessment Team created a "Green Folder" that is hosted on the CAPS website with resources and contact information to help faculty and staff navigate difficult situations. Recommended actions may include notifying the Behavioral Threat Assessment Unit, contacting EAP, or some other helpful resource. When a difficult circumstance, traumatic event, or crisis occurs a person in the department or unit (A Dean, colleague, supervisor, or other staff member) still needs to make the initial call to notify BTAT and/or others of the need for assistance.

Women's Coordinating Council

WACCS Advisor Christine Leese and Chair Lisa Desprez met twice during the year with other members of the Women's Coordinating Council. The council includes WACSS, the Women's Advisory Committee to the Provost (WACP), the Women's Advisory Committee to the VP for Student Affairs and Services (WACSAS), and the Women's Council (WoCo). Representatives from each group met in December 2019 and again in February 2020 to introduce themselves and their committees and share how their

committees work. They also shared the initiatives and events they are working on. The Women's Coordinating Council will continue to meet twice a year to share and collaborate.

Inspirational Woman of the Year

In October of 2019, WACSS nominated Ashley Lathrop for an Inspirational Woman of the Year Award sponsored by the Center for Gender in Global Context (GenCen). The committee nominated her in the category of Community Engagement in light of her work in her unit, on WACSS, and as the President of the Board of Directors for the Women's Center of Greater Lansing. Her nomination was supported by letters of recommendation from Melina Brann, Executive Director of the Women's Center of Greater Lansing, and Brian Horgan, Chair of the Plant Soil and Microbial Sciences Department at MSU. In January 2020, GenCen announced that Ashley was a 2020 recipient of the award. WACSS is thankful for Ashley's commitment to engaging and advocating for women both on campus and in her community.

Review of MSU policies:

Committee members performed a review of three university-wide policies during the 2019-20 year:
- Anti-discrimination policy
- Equal Opportunity & Non-Discrimination Policy
- Relationship Violence & Sexual Misconduct

Members were asked to review each policy if they had time available to do so, considering any implications or impacts for women support staff or other minority staff groups. Comments and suggested changes to the policies were compiled and shared with the MSU units in charge of the policies in November 2019. WACSS will perform reviews on these and any other MSU policies that are relevant every 3-4 years.

WACSS Social Media

As of June 18, 2020 the WACSS Facebook Group had 478 members – this is an increase of 24% percent since this time last year. The committee utilizes the group to improve communication between support staff, the committee, and the administration. We post to the group regularly, sharing information about events on campus and articles that affect women. We solicit feedback or interest in our efforts and subcommittee work. For example, we asked for group members to comment or share privately how they (or their office) flex their schedules. We received a variety of stories that demonstrated that like many other issues, some units utilize and support flex scheduling more than others. This information was forwarded to the WorkLife Office.

During the 2019-2020 year, WACSS established profiles on two other social media platforms: Instagram and LinkedIn. As of June 18, 2020, WACSS's Instagram profile has 30 followers. In April 2020, WACSS utilized this profile (along with Facebook) as part of a giveaway campaign to drive engagement among MSU Support Staff during the COVID-19 pandemic. The WACSS LinkedIn profile has 36 connections as of June 18, 2020. WACSS has been utilizing LinkedIn as a secondary method of staying connected with MSU Support Staff in professional settings and hopes to grow the use of the platform in the future.

WACSS was also part of a podcast with the Work Life Office which helped to provide insight regarding the work of WACSS and the benefits to campus at large and the members that serve.

WACSS Website Update

The WACSS website was updated in January 2020 to better reflect MSU's style and branding. It features information on the WACSS members, subcommittees, initiatives, events, and resources. The committee works diligently to maintain accurate links to information useful to support staff who currently work at MSU as well as the MSU community.

Responding to Relationship Violence and Sexual Misconduct (RVSM)

Know More Survey

On January 8, 2020, WACSS hosted Dr. Rebecca Campbell, Lieutenant Andrea Munford, and Dr. Carrie Moylan for a discussion centered on the Know More Survey, its implications for MSU and Support Staff, and brainstorming how WACSS can assist the university in addressing concerns raised by the survey. Topics discussed included collaboration and communication between the human resources employees who provide service to faculty and staff at the central, academic, and unit levels; confidentiality on campus and clarification of who is and is not a mandatory reporter; and enhancing current RVSM training. Some members of the committee shared their difficult experiences working through some of the processes related to reporting or experiencing RVSM at the university. WACSS recommended several things including: recording and sharing a series of 10-minute videos to communicate the results of the Know More survey, its recommendations, as well as how to submit feedback to the RVSM Workgroup and the university; that they enhance RVSM training in general; hold individuals accountable if not completed; and enhance AHR/HR's role in this regard.

Sexual Violence Advisory Committee (SVAC)

WACSS maintains a seat on SVAC which works to advise efforts to educate, advocate, and prevent RVSM issues at MSU. In similar suit, the RVSM workgroup was established in February of 2018 and has had more visibility and impact campus wide and has been leading efforts as it relates to sexual assault education and prevention, thereby providing some confusion and duplication of efforts with SVAC. WACSS has appointed a member to SVAC since 2014 and Jackie Vandenbosch completed her second year of service as the WACSS representative although they never formally met this past fiscal year. In the Fall of 2019, with an appointment of a new SVAC Chair, the SVAC committee reconsidered its mission, values, and bylaws and sought approval and input from the Office of Institutional Equity. Included in the proposed changes is elimination of a WACSS specific representation, but rather support-staff at large. If adopted and moving forward, members of the SVAC committee will be self-nominated and WACSS will no longer be required to appoint one of its members to SVAC. If a WACSS member is interested in serving on SVAC, they are welcome to nominate themselves. As of the writing of this report, the changes and proposals have not yet been approved.

Martin Luther King Day and Week Celebrations

WACSS sponsored and promoted many of the 2020 Martin Luther King, Jr. Day celebrations which commemorated several milestones including the 40th anniversary of MSU celebrating Dr. King, the 100th anniversary of the passage of the 19th amendment giving women citizens of the U.S. the legal right to vote, and the 150th anniversary of the first women students at MSU. The Training, Development, and Communication subcommittee partnered with the Women's Networking Association (WNA) to co-host a Community Networking Walk. The walk, held on Martin Luther King, Jr. Day, was attended by 25 MSU Staff members and served as a platform for building a relationship with the WNA and cultivating interest in WACSS across campus. The small group size fostered interesting and profound conversations that may have been less substantial in a larger group. In addition, WACSS sponsored the movies shown at

Wells hall which included *On the Basis of Sex* and *Hidden Figures*. Lastly, the committee sponsored a voter registration resource fair at the MSU Union.

Responding to COVID-19

In March of 2020, the novel coronavirus (COVID-19) arrived in Michigan. Shortly thereafter, President Stanley transitioned classes and non-essential operations to learn and work remotely. As such the remainder of WACSS meetings and activities took place remotely, via Microsoft Teams, Zoom, and otherwise off-campus. During our WACSS meetings, our conversations with the Ex-Officios centered around seeking insight, clarification, and sharing feedback from the perspective of support staff at Michigan State University. WACSS helped to support the efforts of the WorkLife Office, HR, and many others on campus to foster a sense of community, promote professional development opportunities, listen to the needs of support staff, and share up to date information as needed. As of the writing of this report, MSU is still operating remotely. Resources and updates on the pandemic are available to MSU students, staff, and faculty.

WACSS Recruitment

The Committee welcomes applications for membership throughout the year. This year, we received applications to fill two outstanding vacancies from the previous period, as well as to fill five vacancies for the 2020-2021 committee. During meetings in August 2019, December 2019 and April 2020, the committee voted to approve the following applicants and recommended them to both EVP Satish Udpa and President Stanley for formally appoint them to the committee.

Outstanding openings filled at the beginning of 2019-2020:

- Penny Shanks, Administrative Business Professional, English Language Center (APSA)
- Susan LeCureux, Instrument Maker III, FRIB (SSTU)

2020-2021 Openings:

- Arianna O'Rourke, Office Coordinator I, Advertising and Public Relations (CT)
- Tina Alonzo, Diversity, Equity, and Inclusion Administrator, IPF (APA)
- Alison Virag-McCann, Information Technologist II, IT Client Services (APA)
- Lindsey Evans, RHS Facilities Supervisor, REHS (APSA)
- Lindsay Hasse, Plumber, IPF (SSTU)

Ex-Officio Engagement

WACSS regularly interacted with Ex-Officio members including President Samuel L. Stanley, Jr.; former Executive Vice President for Administration, Satish Udpa; Director of the Office for Inclusion and Intercultural Initiatives, Paulette Granberry Russell; Associate Vice President for Human Resources, Sharon Butler; Executive Director of the WorkLife Office, Barbara Roberts; and WACSS Advisor, Christine Leese. During each meeting with the committee, Ex-Officio members shared updates about activities in their offices and across the university and sought input and feedback from the committee. Conversations included:

- Board of Trustees meetings
- Search committees for the Provost and Chief Diversity Officer
- Strategic Planning
    o University Strategic Plan
    o RVSM
    o DEI

- Updates from Human Resources
- Updates from the Office for Inclusion and Intercultural Initiatives
- Updates from the WorkLife Office
- Upcoming changes to union contracts
- Pooled sick leave
- Support for nursing mothers
- New Business Continuity Plan Policy
- Upcoming plans for Mandatory DEI Training
- MSU's response to COVID-19

Lunch and Learns

Based on the focal points and subcommittee goals outlined during the June and July 2019 retreats, WACSS determined programs, resources, and opportunities of interest to MSU Support Staff that would be invited to present Lunch and Learn discussions at the committee's academic year meetings. The 2019-2020 WACSS Lunch and Learn presenters included:

- Women's Center of Greater Lansing: Melina Brann, Executive Director
- MSU Safe Place: Erica Schmittdiel, Advocacy Coordinator
- Capital Area Housing Partnership: Emma Henry, Assistant Executive Director
- MSU WorkLife Office: Jaimie Hutchinson, Deputy Director
- MSU Resource Center for Persons with Disabilities: Ashley Maloff, Chronic Health Disabilities Specialist
- MSU School of HR & Labor Relations: Michelle Kaminski, Associate Professor
- MSU Know More Survey Results, Recommendations and Next Steps: Rebecca Campbell, Professor of Psychology; Andrea Munford, MSU Police Lieutenant; and Carrie Moylan, Assistant Professor of Social Work

Closing

The Women's Advisory Committee for Support Staff completed 16 actionable items and was provided with a wealth of information surrounding university efforts and functions. We submit this annual report as a record of our efforts to serve womxn, support staff, and the larger MSU community.

MICHIGAN STATE
U N I V E R S I T Y

MEMORANDUM

Date: June 5, 2020

To: BJ Abrams,
                    Director of Equal Opportunity and Inclusion, and University EEO Coordinator
                    Office for Inclusion and Intercultural Initiatives (I3)

From: Women's Advisory Committee for Support Staff
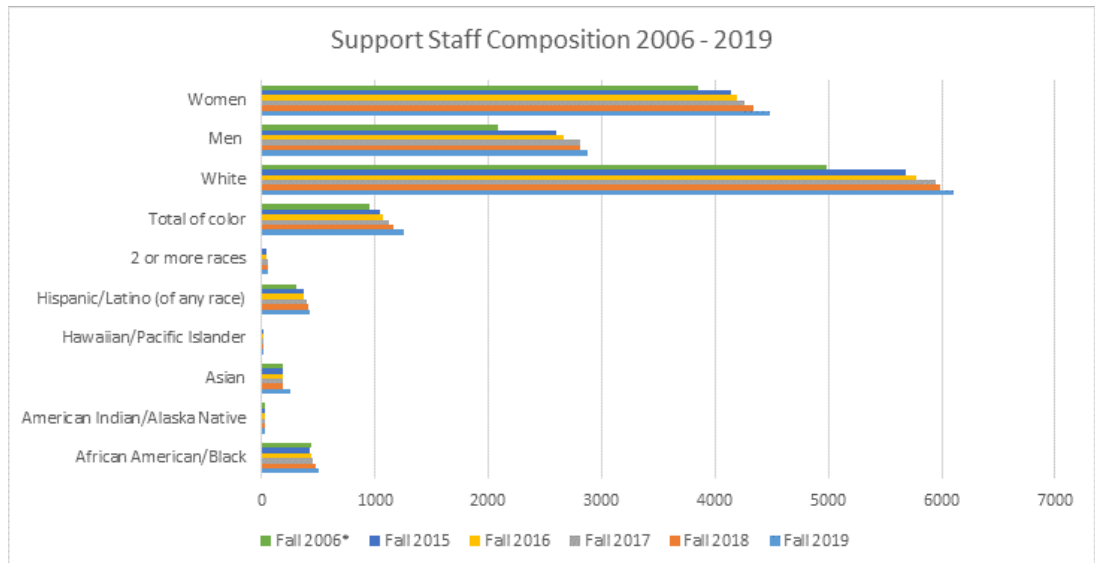
Subject: Review of Diversity & Inclusion at MSU & Reinstatement of the Placement
                    Goal Process for Support Staff Job Postings

The Diversity, Pluralism and Inclusion subcommittee of the Women's Advisory Committee for Support Staff (WACSS) identified two related goals this year that involve the support of the Office for Inclusion and Intercultural Initiatives. These goals were:

1. Review MSU workforce diversity analytics from the I3 annual reports and research the history of the support staff placement goal process
2. Review the I3 Support Staff Hiring Practices document (old and no longer published) and the MSU Faculty Search Toolkit (current)

In reviewing the workforce analytics, we have found that MSU at-large has not made significant improvements in minority representation with support staff as represented in the graph below and pulled from the annual reports on diversity and inclusion found here. As you can see, minorities make up 20% of the workforce and that has been pretty consistent in the last 14 years. As such, we believe there are some necessary steps that need to be taken to effectuate change, particularly as it relates to recruitment of underrepresented groups and the reinstatement of the placement goal process.

Support Staff Composition 2006 - 2019

During our meeting with you in April, you reviewed the reports that depicted the various job groups on campus, noting that all support staff classifications are placed into approximately 200 job groups for which placement goals are measured. The available reports and analysis provide data related to gender, ethnicity, and weighted availability (for recruitment purposes) both internally and externally to MSU. In turn, we shared with you that there used to be a placement goal process that support staff postings had to follow but that the process had been discontinued and not replaced in the last five years.

Summary of the former placement goal process for MSU support staff positions:
MSU used a system called Compass (i.e. People Admin) prior to 2017-18, and now operates in a system called PageUp. In 2015 the placement goal process outlined below (for support staff specifically) ceased to exist. It is our understanding that as part of the Office of Federal Contract Compliance Programs audit a new process would be determined, which is why it was *not* built into PageUp.

- HR staff reviewed all job postings for women and minority placement goals (based on the data within MSU) and would inform the unit or department posting if the position was underutilized. Identified postings included language to identify it as "*underutilized for women and minorities.*"
  - It was up to the department how to enhance recruitment efforts, such as intentional advertising.
  - There were free advertising options listed on the I3 website.
- Once a candidate was selected, the unit/department had to supply justification and a summary of their outreach efforts and attach that to the forms in Compass in the hiring recommendation. The I3 office was added to the workflow approval process and approved the hiring recommendation based on a review of the justification and recruitment effort. The recommendation moved on to HR after I3 approval.

Recommendations for reinstatement of the placement goal review process for support staff positions:
- Implement a placement goal process prior to the job posting:
  - Provide online access to placement information that one can search based on job group and develop a reference guide on how to interpret and use.
  - Require that units provide a recruitment plan along with the posting if it is indeed one that is '*underutilized for women and minorities.*'
  - Implement an automatic workflow that allows I3 the opportunity to review the plan, approve it, and/or supply additional recommendations and suggestions.
  - Create an online resource of suggested links/recruitment efforts one could make to cast the net wide – i.e. free advertising resources, direct outreach to affinity groups, etc. (Examples are included in document attached to this memo)
- Provide training and/or other resources for MSU staff involved in hiring processes about diverse recruitment best practices.
  - Create a support staff recruitment and hiring tool kit. (See the attached document after this memo for content suggestions).
  - Solicit feedback/ideas from other MSU experts and users
- Seek input and involve stakeholders throughout the process of creating and implementing new processes.
  - Talk to university HR/Academic HR leaders
  - Reach out to unit HR leaders (via Jake Lathrop)
  - Use MSU Ideas to solicit feedback from the MSU community at large (via Christine Leese)

- o Reach out to IDEA coordinators and DEI reps within units
- o Involve the MSU DEI Steering Committee to ensure that this is incorporated into their strategic plan.

Recommended toolkit for support staff recruitment and hiring that includes the following sections and templates:
Our subcommittee also reviewed two documents that were provided to us by Paulette Granberry Russell. One was entitled "Best Practices for a Successful Support Staff Search" and was last revised in October 2005. The other entitled "Faculty Search Toolkit" is current and in use today. Attached are versions of each with our suggested edits to make the content relevant and up to date for support staff.

The toolkit will accomplish the following:
- Explain the importance of a structured and bias-free approach to recruitment, and the importance of a diverse and inclusive workforce at MSU.
  - o Include links to MSU's Anti-Discrimination Policy, the affirmative action requirements, etc.
- Summarize and list key strategies and characteristics of a successful support staff search
- Provide a customizable template flowchart or checklist of the search process
  - o Should be a separate document that can be pulled out and used, and in an editable format such as Word or Excel so that it can be customized as needed.
- Provide a template checklist for preparing the search committee, including a description of their role and the importance of creating a diverse committee.
- Include guidelines for developing/updating position descriptions and qualifications.
  - o Explain which parts of the existing support staff position descriptions can and cannot be edited, linked to existing info on HR website.
  - o Explain what the different job groups are and how placement goals are set within them.
  - o Possibly link to *Support Staff Policy & Procedure for Filling Vacant Regular Positions*.
- Instruct hiring committees and unit HR staff on how to generate a diverse applicant pool
  - o Reference a list of potential recruitment and outreach resources used by women and minority groups in the area. Include links where applicable. We would recommend that a survey or similar be sent to HR staff in the support staff departments asking them for ideas of resources and suggested outreach. Examples include:
    - EAGLE American Indian Faculty & Staff Association
    - Asian and Pacific American Faculty and Staff Association
    - Black Faculty, Staff and Administrators Association
    - Chicano/Latino Association
    - Faculty & Professional Women's Association
    - Gay, Lesbian, Bisexual, Transgender Faculty, Staff & Graduate Student Association
    - Professional or trade publications
    - Newsletters of minority or women's groups
    - Publications of minority and women's caucuses, or professional organizations
    - Websites or electronic bulletin boards and listservs
    - Direct contact with professional organizations for minorities and women in a particular field.
    - Institutions that hire and/or provide technical training to individuals
    - Direct contacts with individual minorities and women who are qualified in a particular field and who may not have expressed interest in a position but may, with encouragement, want to be considered based on your contact.

- Social media sites and specific group pages such as LinkedIn, Facebook, Twitter, or Spotify
- Principles of an effective and inclusive selection process
  - Explains how the same pre-determined criteria and standards must be consistently applied to all candidates to remove as much bias as possible, and the basis for all decisions should be documented.
- Provide a template screening matrix/rubric that includes sections for screening the resumes **and** scoring the interviews. Should be in a format such as Excel that can be customized by departments. (IPF already has one used by the entire unit, tied to T-shaped competencies.)
- Instructions for how to conduct interviews – basic elements of a structured interview process
  - Could include a checklist for planning in-person interviews
  - Include questions that may and may NOT be asked of a candidate (see sample table on pages 32-34 of the Faculty Search Toolkit)
- Include search committee recommendations and follow-up
  - Describe procedures to be taken after all interviews are completed, making a hiring recommendation, and after a candidate has accepted an offer.

To get additional feedback we also shared a draft of this memo and the attachments with staff in the HR department of Infrastructure Planning and Facilities. They shared with us two documents they created, an IPF Hiring Manager DEI Toolkit, which is very new, and an IPF Recruitment Map, which was created a couple years ago to provide additional recruitment sources based on position/union type. These two documents are also attached to this memo as additional resources. It is possible that some of the other units have created similar materials also, so we encourage you to reach out to all of them and see what exists. All of these documents should be a good foundation for creating university-wide training and support materials, knowing that there will be some unit-specific needs and differences.

Thank you for your time and consideration. Please contact us if you have any questions or if we can be of any assistance with this. We look forward to learning of any action taken on these recommendations.

cc: Christine Leese, Paulette Granberry Russell, Sharon Butler

Attachments:
1. MSU Faculty Search Toolkit – PDF
2. Best Practices for a Successful Support Staff Search – Word doc
3. IPF Hiring Manager DEI Toolkit – PDF
4. IPF Recruitment Map - PDF