



Women's Advisory Committee for Support Staff Annual Report for 2017-2018

Submitted: May 31, 2018

Approved: June 26, 2018

The Women's Advisory Committee for Support Staff (WACSS) is an organization that advises the Executive Vice President for Administrative Services about issues that primarily affect women support staff. The Committee's role is to:

- Voice staff issues or concerns, or recommend policies, programs, or procedures that impact women support staff employed at Michigan State University.
- Ensure a productive educational work environment (particularly in areas related to women's concerns), including general issues of campus climate and programs as they affect employees throughout the university.
- Alert the administration to and recommend solutions for problem areas related to women support staff and other employees at the university.
- Serve as a liaison between support staff employees and the University 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 2017-2018 Annual Report serves to outline all of the activity and accomplishments achieved by the Women's Advisory Committee for Support Staff during the 2017-2018 Academic Year.

WACSS began the year with a full committee of 17 members. Unfortunately, Barbara Heyser had to resign for personal reasons. Melissa Peek served as Chair of the Committee, Amy Pinckney served as Vice Chair, and Amanda Jones served as Secretary.

The following subcommittees formed throughout the year. Their membership is as follows:

Benefits/Work Climate/Health and Safety

Members: Jaclyn Sayen (Chair), Ninfa Caillouette, Barbara Heyser, and Sherry Stevens



Women's Advisory Committee for Support Staff MICHIGAN STATE UNIVERSITY

Diversity/Pluralism/Inclusion

Members: Jonne' McCoy-White (Chair), Constance James, Amanda Jones, and Wendi Winston

Training/Development/Communications

Members: Angela Resseguie (Chair), Lisa Desprez, Elbony Hawkins, and Pam Hebler

University Engagement and Membership

Members: Jacqueline Vandenbosch (Chair), Terrie Geiger, Debby Mansel, and Amy Pinckney

Big Ten Women's Advisory Group Survey

Members: Angela Resseguie (Chair), Elbony Hawkins, Pam Hebler

Annual Spring Forum Planning Committee

Members: Amy Pinckney (Co-Chair), Lisa Desprez (Co-Chair), Constance James, Melissa Peek, Wendi Winston

Areas of Focus:

During the June 2017 and August 2017 retreats, the members of WACSS discussed and determined where they would focus their efforts for the 2017-2018 year.

- Educational Assistance - marketing and education
- Diversifying MSU's workforce
- What is important to women support staff?
- Encouraging two-way communication
- Increase women representation in service maintenance and Skilled Trades positions

The committee learned how each focus area was served by MSU, engaged with support staff to understand where gaps in knowledge and participation existed in each focus area, and sought solutions/actions to recommend to the Executive Vice President for Administrative Services and/or other administrators as needed. Summary reports from the WACSS subcommittees dedicated to each area follow.

Benefits/Work Climate/Health and Safety

Goals:

- Educational Assistance
 - Draft flyer for support staff at HR new employee orientation regarding educational assistance (noting provided by WACSS in the corner)
 - Understanding the educational loan program with CTU (usage stats, how it works, where funds come from, reimbursement) so that it can be shared with other unions as something for them to also explore
 - Testimonials of employees who have utilized the educational assistance benefit and how it can be utilized more widely
- Marketing/Education
 - Update WACSS logo and flyer to help identify the committee's brand – usage intended for web or print to be shared at WACSS sponsored events and the annual spring forum
 - Facebook postings/communications plan regarding benefits available on WACSS and Support Staff FB group pages



Goals Achieved:

- Educational Assistance
 - New Employee Orientation Flyers- Met with representatives from HR Organization and Professional Development (Sharri Margraves and Jennie Yelvington) to create a flyer advertising courses available online and in-person for “All Leaders,” “Frontline Supervisors,” and “Managers & Executives.” See Appendix A to view the flyers.
 - CTU Loan Program - The Clerical-Technical Union has an educational loan program in place for its members in good standing, created in significant part by a memorial gift from a CTU member passionate about educational advancement. CTU members may sign a promissory note and receive a loan to pay for up to 14 credit hours. They must repay this money; many are able to repay using the tuition reimbursement they receive from MSU. The Committee wanted to encourage other unions to consider a similar program because the initial costs of pursuing degree programs prevent many people from taking advantage of MSU’s educational assistance benefits. When meeting with other union representatives, issues with budget availability and pursuing non-payment matters in court were significant disadvantages in pursuing a similar program.
- Marketing/Education
 - WACSS Branding- Several logos were created for the Annual Spring Forum, print and digital use.
 - Revised the WACSS website to update outdated information and add additional resources.
 - Facebook Posts - The Committee made posts about educational opportunities on several occasions.

Goals in Progress:

- Educational Assistance - Request testimonials from WACSS members and other MSU employees about how they have used the Educational Assistance benefit to their advantage. These testimonials may be shared in future marketing efforts or on Facebook.
- Marketing/Education - Continue posting on Facebook about resources on campus and in the community.

Initiatives for Future Consideration:

- Educational Assistance
 - Develop a survey/hold focus groups to understand why staff aren’t utilizing the benefits; we believe they don’t necessarily know it exists or how it works, and it varies by union which may be confusing
 - If paying up front (paid by the employee and then reimbursed after successful course completion) is an issue, consider looking at a model like travel advancements (note \$50 application fee to apply to attend MSU, consider waiving for MSU Support Staff)
- Marketing/Education
 - Develop connections with individuals and/or organizations that offer professional development opportunities on campus, feature these individuals and their programs on the Facebook page for a comprehensive marketing campaign.



Diversity/Pluralism/Inclusion

Goals:

- Increase diversity of MSU workforce through marketing materials at job fairs, the Career Network, The Office of Inclusion and Intercultural Initiatives, and other organizations that support women, minorities, and the LGBTQ+ community.
- Meet with Dr. Paulette Granberry Russell to discuss how to diversify the workforce at MSU and with which organizations to connect.

Actions:

- The subcommittee has created a brochure advertising resources to recruit members of minority groups to consider employment at Michigan State University.
- The subcommittee created an advertisement using elements of the brochure for the periodical *Hispanic Outlook*. The advertisement seeks to recruit Latino/Hispanic members of the community to consider MSU for employment as well as some of the research and scholarship opportunities available to Latino/Hispanic students.
- Subcommittee Chair Jonne' McCoy-White met with Dr. Granberry Russell and discussed several suggestions and ideas for moving forward the subcommittee's efforts.
- The subcommittee requested assistance from the full committee to gather and create a list of minority (people of color, women, LGTBQ+, etc.) community and MSU organizations with which to connect.

Next Steps:

- Gain approval for the brochure from the WACSS Committee, EVPAS Udpa, and other relevant parties.
- Contact the community and MSU organizations to gauge their interest in the marketing materials or other information.
- Distribute the brochure and other marketing materials to interested parties.
- Observe whether there is an increase in minority or under-represented applicants for positions at MSU and consider whether the marketing efforts played a role and where else such efforts could be further utilized.

Training/Development/Communications

This year the Training and Development subcommittee has worked toward the advancement of women here at MSU. Our specific focus was on the training, recruitment, and advancement of women in the skilled trades. To that end, we had the following action items:

- Understand what programs are in place to encourage the training, recruitment and advancement of women in the skilled trades.
- Help connect potential stakeholders to further the training, recruitment and advancement of women in the skilled trades.
- Develop a recommendation to deliver to EVP Satish Udpa for the betterment or development of programs that further the training, recruitment and advancement of women in the skilled trades.



To accomplish these items we explored the programs that are available for training here at MSU as well as locally in colleges and high schools.

- Lisa Desprez has been instrumental in informing the team of the programs that Infrastructure Planning and Facilities (IPF) has in place and in planning.
- Pam Hebeler directed the group to Women in Skilled Trades (WIST) a pre-apprenticeship construction trades program.
- Elbony Hawkins & Angela Resseguie reached out to area community colleges and the Wilson Talent Center in Holt to develop relationships with teachers who work with young females interested in the skilled trades.
- Elbony Hawkins also contacted Lydia Weiss to confirm if MSU had any initiatives/departments within MSU that promotes women's interest in skilled trades.

With the completion of our research and learning this year, the Training and Development subcommittee has the following recommendations:

- Coordinate with Rick Castaneda of the Wilson Talent Center for a representative from IPF, central HR, or other MSU personnel to speak, guest lecture, or attend a career fair.
- WACSS is sponsoring a tool drive in support of the WIST organization.
- Encourage an IPF or central HR representative to speak with the WIST graduates about working at MSU.
- IPF is working on creating a registered apprenticeship program at MSU. WACSS supports this venture and will determine ways to encourage new applicants, especially women to apply.

University Engagement and Membership

Engagement:

Goals:

- Understand what is important to women support staff
- Create/encourage two-way communication

Action:

- Utilized the survey results from Annual Spring Forum to guide future activities
- Proposed that the WACSS Facebook page be converted to a group in order to increase membership and ensure that members would receive notification of new postings
- Discussed the current climate at MSU and if/how WACSS should take action

For Future Consideration:

- Send survey via email to all women support staff asking what is most important to them
- Partner with Work Life Office or Health4U staff (Lydia Weiss, Lisa Laughman, Jon Novello) to host a brown bag lunch forum to discuss change, resiliency, transition management, etc.
- Co-host an event (existing or new) with a campus group in order to talk with women support staff
- "Walk to Talk" activity—WACSS members would host lunch event and pair up with other staff for several walk and talk events



Membership:

Goals:

- Fill five openings for 2018-19 academic year
- Increase awareness of WACSS and have completed applications on file for future openings

Action:

- Recommended five candidates for membership
- Placed an ad in the HR Source advertising WACSS and asking for applicants
- Reached out to all labor unions asking them to include an advertisement of WACSS in their newsletters for applications

For Future Consideration:

- Continue to advertise WACSS in HR Source and union newsletters in order to maintain a file of applicants

Annual Spring Forum:

Held on March 26, 2018, from 8:30 a.m. to 12:00 p.m., the Annual Spring Forum brought together nearly 450 members of MSU's women support staff. This year's theme, "Achieve Growth: Personal Branding, Professional Development, and Networking," provided opportunities for attendees to learn more about recognizing and creating their own personal and professional brand, networking with others, and participating in professional development to further their careers and otherwise grow personally and professionally. Provost June Youatt and Executive Vice President for Administrative Services Satish Udpa each addressed the attendees and thanked them for their service to the university. Kristen St. Marie, Lydia Weiss, Susie Elkin, Mary Bowen, and Angela Hall presented information on our theme and facilitated several opportunities for discussion and networking among the attendees. The recording of this event can be found here: <https://adminsv.msu.edu/wacss/spring-forum.html>.

This year, the committee elected to provide each attendee with a complimentary bag with flyers, information, and giveaways in lieu of the resource fair. This allowed an additional 100 women to attend the forum in person. Mahoney and Associates generously donated the canvas bags for all participants and t-shirts for the WACSS members to wear during the event. Following the event, eight individuals were selected to have lunch at Cowles House with Interim President Engler, Provost Youatt, and EVP Udpa: Mary Clark, Rosario Garcia, Mayette Hicks, Angela Kankula, Tara Miller, Kathy Price, Amy Pinckney (WACSS Vice Chair), and Terrie Geiger (WACSS Member).

Other Activities:

Big Ten Women's Advisory Group Survey

In an effort to engage with and learn from Women's Advisory Groups at other Big Ten universities, WACSS formed a subcommittee to draft and send a survey to Women's Advisory Groups at the other Big Ten universities. Unfortunately, it has proven difficult to obtain accurate contact information for these groups. The subcommittee will continue this work in the new year.

WACSS Facebook

In January 2018, WACSS discussed transitioning from a Facebook "Page" to a Facebook "Group." There were limits to the amount and type of interactions that could occur with members of MSU's support staff and the community on the existing Page whereas a Group would allow for more personal and



increased communication. Amanda Jones and Jonne' McCoy-White along with advisor Christine Carter serve as Administrators and Moderators for WACSS' Facebook Group. As of May 25, 2018, the Group has 250 members. While all members of the WACSS Committee are encouraged to share and post things on the Group's page, Jones, McCoy-White, and Carter set a goal to post weekly about resources, events on campus, and other issues that affect women, support staff, or the university as a whole. The Committee also hopes to use the Facebook Group as an opportunity to ask target questions of their constituents.

WACSS Marketing and Official Branding

Official MSU WACSS logos were created for use in print and digital marketing endeavors as well as for the Annual Spring Forum t-shirts and bags. The first logo will be used in official capacities such as letterhead, reports, and other items featuring MSU branded logos. The second and third will be used in our marketing efforts (e.g., the t-shirts for the Spring Forum and on our Facebook Group and Page.) See Appendix B to view the logos.

Sexual Violence Advisory Committee (SVAC)

WACSS Chair, Melissa Peek, served on the Sexual Violence Advisory Committee for 2017-2018. She participated in regular meetings representing both WACSS and Support Staff on campus. The SVAC held several forums throughout the year to gather feedback and share information about MSU's culture, prevention programs, available and needed resources on campus, and other issues relating to sexual violence on campus. Their final report was published in May with recommendations to MSU's Administration for improving the services and education offered to MSU students, faculty and staff as well as reducing the incidence of sexual violence on campus. Visit the [SVAC](#) website to view the report.

WACSS Recruitment

The Committee welcomes applications for membership throughout the year. This year we received several applications and filled five vacancies. During the April 2018 meeting, the committee voted to approve the following applicants and recommend that EVPAS Udpa appoint them to the committee.

- Angela Arsenault, Nurse (at-large), MSU Student Health Center
- Angela Vlahakis, CTU, Controller
- Ashley Lathrop, APSA (at-large), Veterinary Diagnostic Laboratory
- Crissy Hodges-Chakrani, CTU, Osteopathic Surgical Specialties
- Mary McGill, 1585, Residential and Hospitality Services, Facilities

Ex-Officio Engagement

The Committee regularly interacted with Ex-Officio members including Satish Udpa, Paulette Granberry Russell, Sharon Butler, Barbara Roberts, and advisor Christine Carter. Each Ex-Officio shared updates and information about activities in their offices and across the university as well as sought input and feedback from the committee. Conversations included:

- Child and Family Care Benefits
- Work Climate Survey
- Board of Trustee Updates
- Information about MSU's efforts to reduce Relationship Violence, Sexual Misconduct and Sexual Harassment on campus
- Human Resources - New Agile Recruiting and Onboarding Applicant System
- "Building Inclusive Communities" Campaign



- Campus Mobility
- MSU Ideas Website
- Union Information (Negotiations for five unions are underway this year)
- Reflect and Connect Event Series
- Healthy Campus Initiative
- IT Services Realignment and Reorganization
- Hiring Committee for New President
- Performance Excellence

Lunch and Learns

During each meeting, the Committee invited an individual or group to share their expertise or illuminate a program, resource or opportunity at the University. This year, they included:

- Creating your “Elevator Pitch” and Personal Branding (Elbony Hawkins and Jackie Vandenbosch)
- Implicit Bias and Micro-Aggression (Paulette Granberry Russell)
- Joint Healthcare Coalition (Deb Bittner, CTU; Joe Garza, APSA; Amy Holda, MSU HR; Melanie Waltz, APA; and Chris Wayne, 1585)
- Health4U Office (Nancy Allen, Arthur Cicalo, Jonathon Novello, and T.J. Hall)
- Networking and Personal Branding (Tom Matt)
- Women in Skilled Trades (Carol Cool and Leisa Williams Swedberg)
- Relationship Violence Sexual Misconduct Advisory Workgroup (Dr. Rebecca Campbell, Dr. Carrie Moylan, Holly Rosen, and Kelly Schweda)



Women’s Advisory Committee for Support Staff

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FOUNDED 1976

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Serve as a liaison to influence key decision making at MSU that affects women support staff.



Unite women support staff and stakeholders through effective and innovative two-way communication.



Maximize the involvement of women support staff and provide an opportunity to exchange information.



Provide, promote, support, and encourage development opportunities for women support staff.

INITIATIVES



Worklife Balance



Flexible Schedules



Nursing Space



Dependent Care Support



Jack Breslin Distinguished Staff Award



Educational Programing



Mentoring Programs



Computer Access Training



Campus Safety



Self-Defense

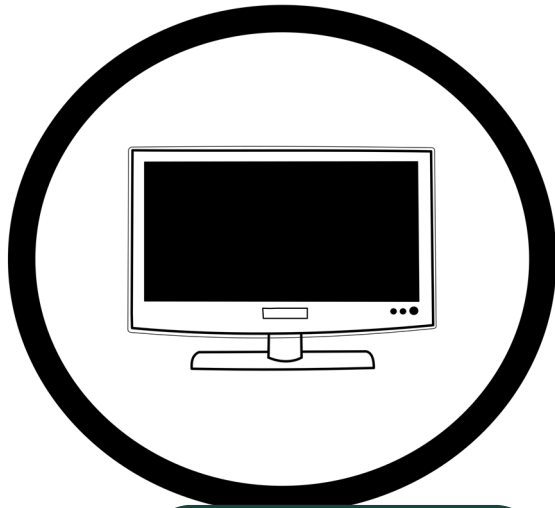


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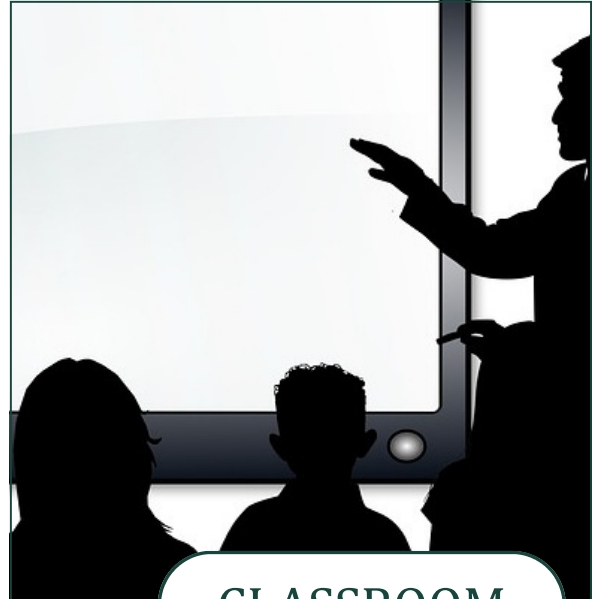
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If you want happiness and success at work, you have to take charge of your career and make a plan.



CLASSROOM

Instructor-led training focusing on a deeper dive into topics that allow participants to ask questions, interact, and practice.

Creative Thinking
Listening
Critical Thinking
Microsoft Office

Communicating & Influencing Up | Everything DiSC | Creating an Inclusive Environment | Boost Your Career | Sustainable High Performance | Best Practices for Writing Policies | Records Management & Retention | From Distracted to Productive | Essentials of Project Management | Process Mapping & Analysis | Crucial Conversations | Spartan Experience | Base Skills for All | Mentoring

MSU Women's Advisory Committee for Support Staff

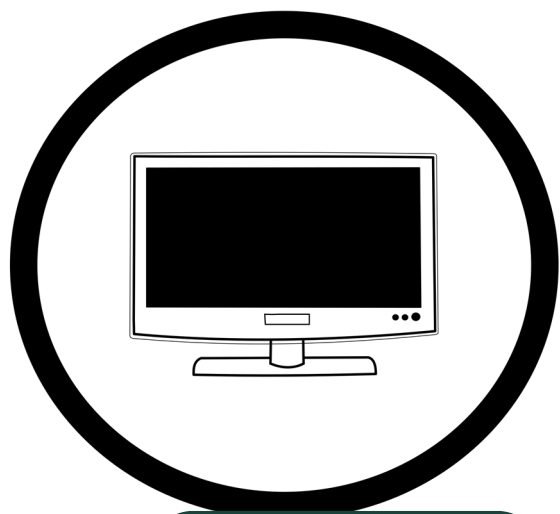


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CLASSROOM

Instructor-led training focusing on a deeper dive into topics that allow participants to ask questions, interact, and practice.

Influence and Persuasion | Coaching | Giving and Receiving Feedback | Leader as Motivator | Managing Upward Relationships | Work Life Balance | Delegation | Leading Effective Meetings | Goal Setting | New Manager Transitions | Problem Solving & Decision Making | Ethics, Integrity and Trust | Perseverance and Flexibility | The Emotionally Intelligent Leader

Leading Change | Supervisor Strategies for Performance Planning | Core Competencies for Supervisors | Boosting Team Performance | Building Capacity for Resilience as a Leader | New Supervisor Onboarding | Essentials of Employee Relations | Crucial Accountability | Leading the Spartan Experience

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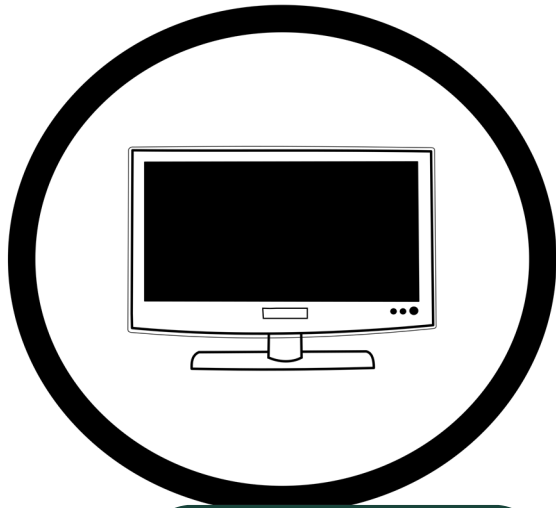


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CLASSROOM

Instructor-led training focusing on a deeper dive into topics that allow participants to ask questions, interact, and practice.

Strategic Thinking | Leading Innovation | Leading Organizational Vision | Building and Leading Teams | Communicating Bad News | Attracting & Retaining Talent | Developing People | Finance for Non-Financial Managers | Developing a Business Execution Culture | Decisiveness | Negotiating | Setting and Managing Priorities

Influencer | Executive Leadership Academy (ELA) | Developing Yourself & Others Through Coaching (ELA) | Effective Meetings: Improving Group Decision Making (ELA) | Cultural Intelligence | Conversations with MSU Leaders | Mentoring

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Organization and Professional Development

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Official Logo (MSU Branded Elements)



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WACSS Logo and Branding for Print and Digital Marketing

