

Transforming HR to Advance a Culture of High Performance



Our Mission

"...to support the university's strategic imperatives by anticipating and meeting the needs of a changing community through high-quality, innovative services designed to advance our culture of high performance."



Human Resources
MICHIGAN STATE UNIVERSITY

Core Values

Accountability.

Recognition.

Inclusion/**I**nput.

Service.

Effective Communication.



Human Resources
MICHIGAN STATE UNIVERSITY

Strategic Goals

Goal 1: Anticipate and meet the needs of a changing workforce

Goal 2: Provide seamless, high quality services

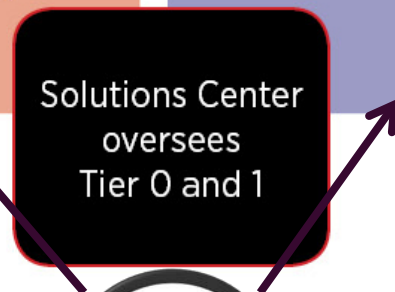
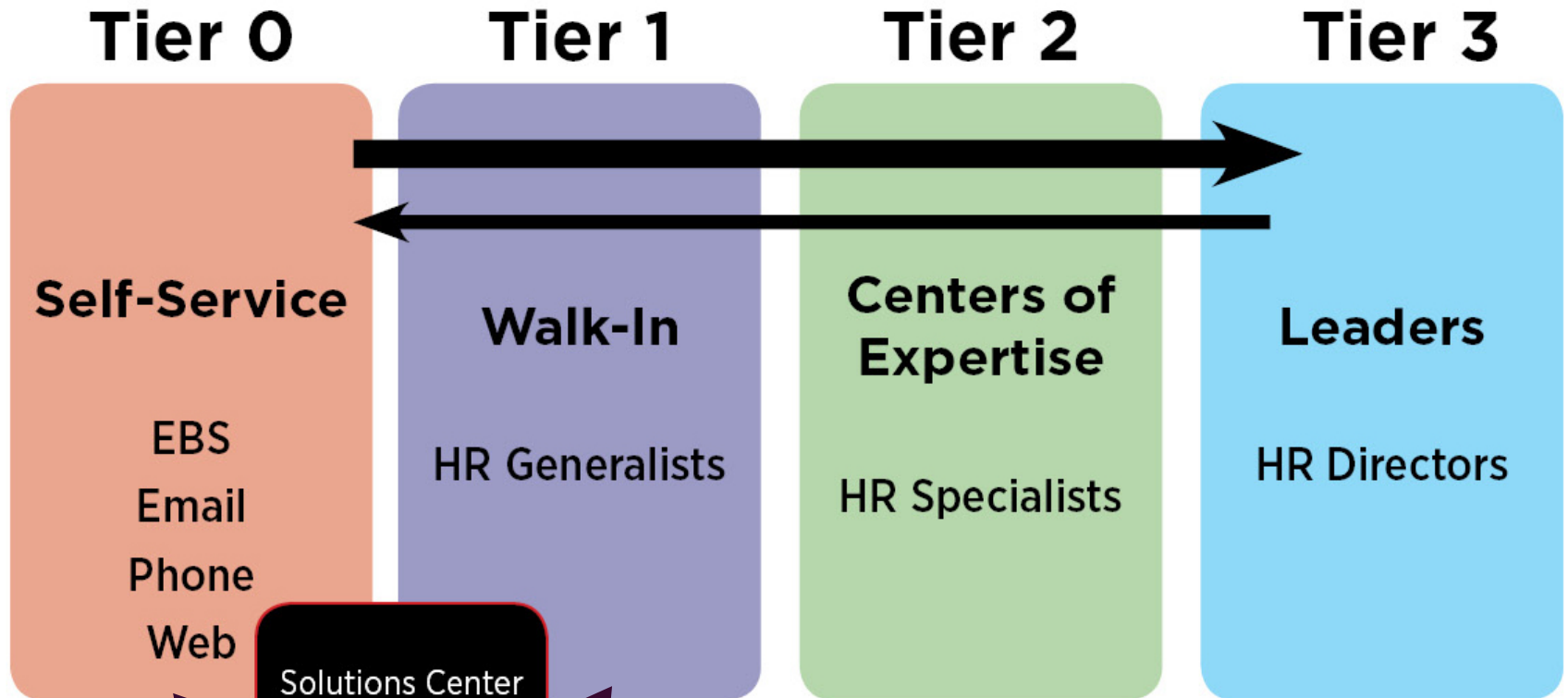
Goal 3: Improve and enhance service delivery through continual process improvement

Goal 4: Improve individual and organizational effectiveness to advance a culture of high performance

*Performance metrics used to measure achievement of goals & objectives



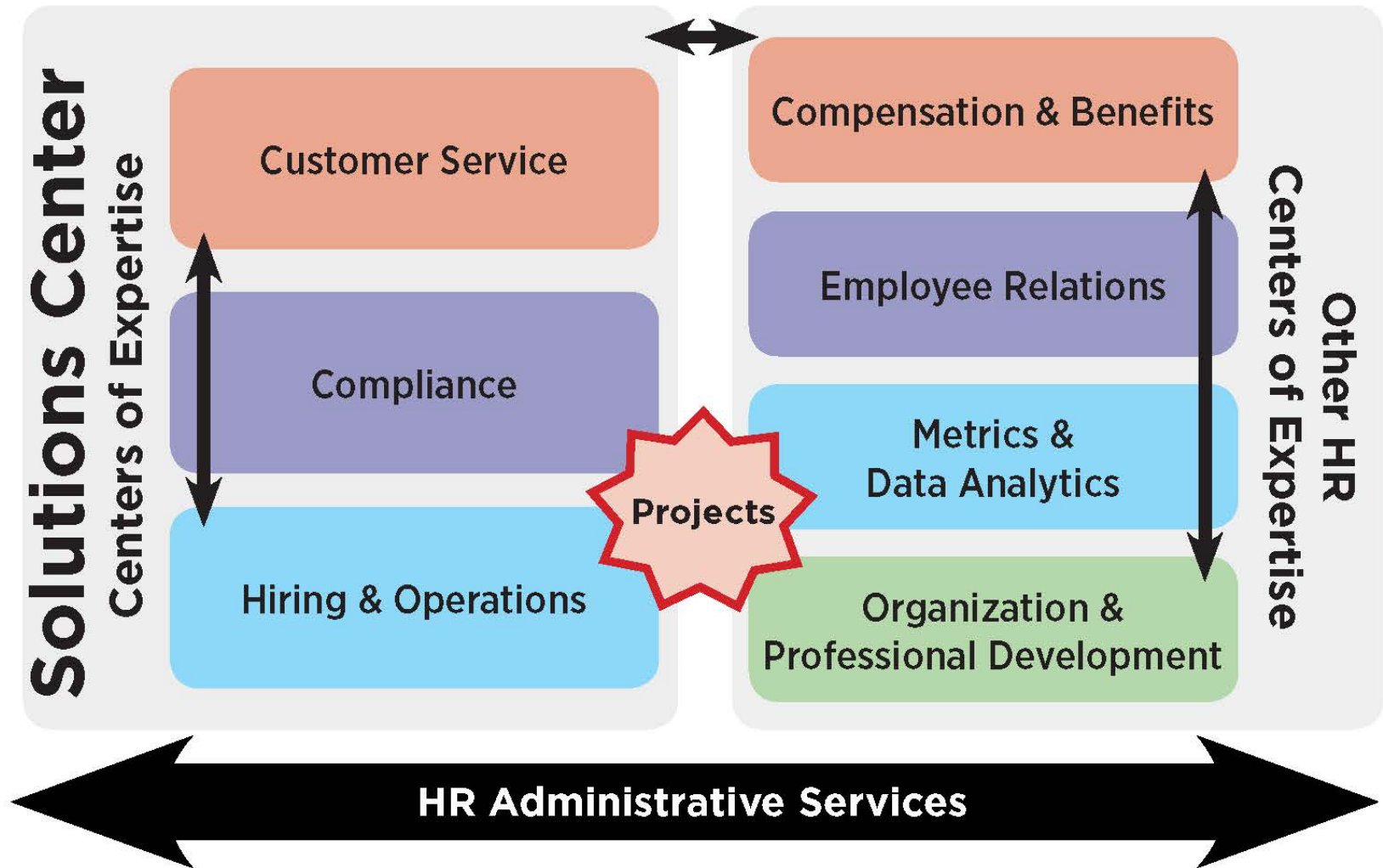
Human Resources
MICHIGAN STATE UNIVERSITY



Stakeholders

- One phone number
- One email address
- One physical location to contact a person
- Easy self-service access to information at any time; multiple access channels
- First responder owns the interaction and tracks complex issues through system for the customer

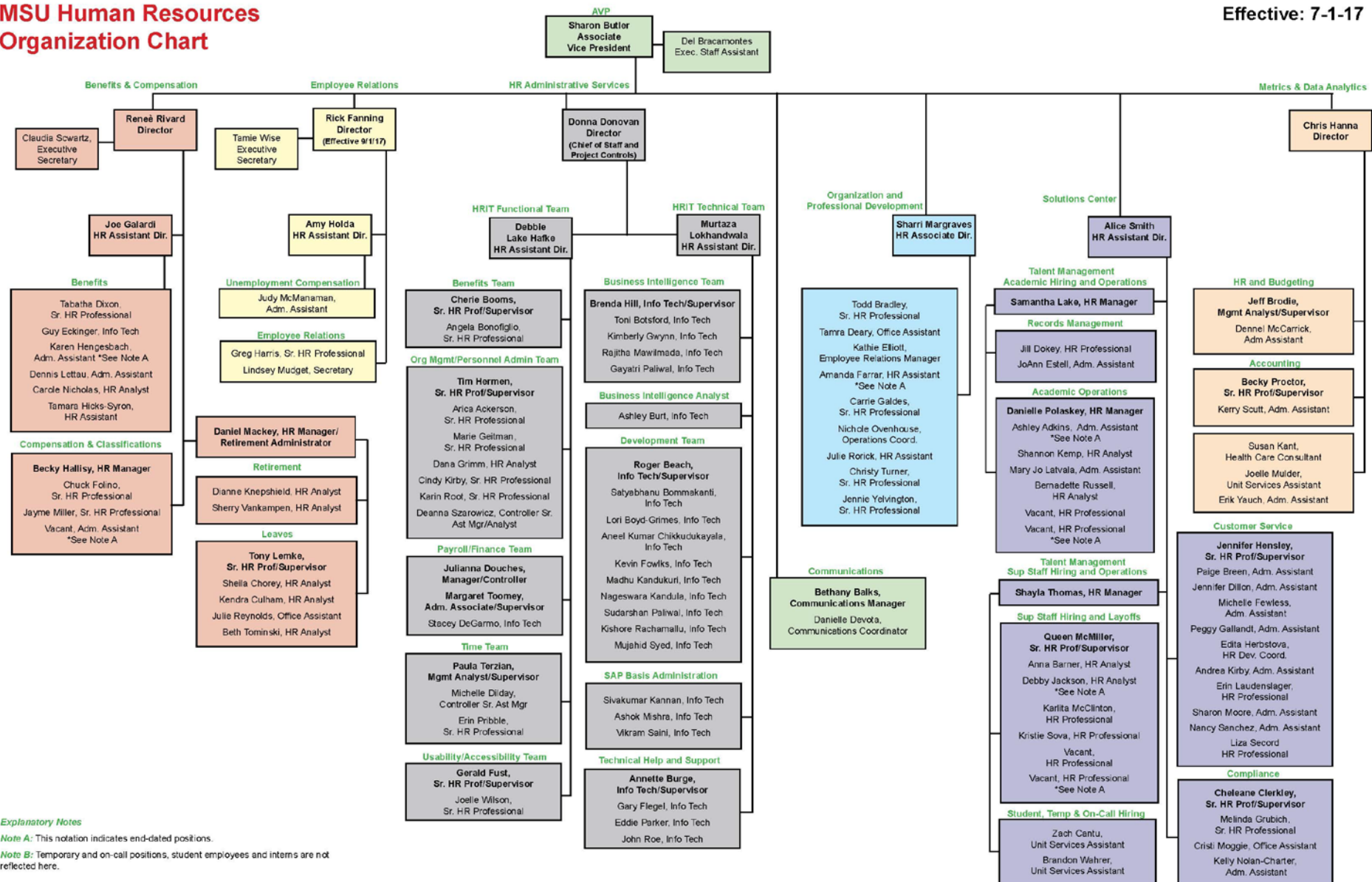
Operational Model



Organization Chart

MSU Human Resources Organization Chart

Effective: 7-1-17



Explanatory Notes

Note A: This notation indicates end-dated positions.

Note B: Temporary and on-call positions, student employees and interns are not reflected here.

MICHIGAN STATE UNIVERSITY
SPARTANS WILL.

Contact MSU Human Resources



SolutionsCenter@hr.msu.edu



517-353-4434



www.hr.msu.edu



Nisbet Building, Suite 110
1407 S. Harrison Road

Communications Tools

HR | **SOURCE**
MICHIGAN STATE UNIVERSITY

In This June/July Issue

1. Performance Excellence Ratings
2. Go2Gateway: Your Refreshed EBS Portal
3. New Research Administration System Coming Soon



HUMAN RESOURCES
SPARTANS @ WORK

[Home](#) [Faculty and Academic Staff](#) [Current Employees](#) [Prospective Employees](#) [Benefits](#) [JOBS](#)

Forms
Employee forms include those for benefits, retirement, pay and time off.

Benefits
MSU offers a comprehensive benefits package to its faculty and staff.

Administrators & Supervisors
Information tailored for administrators, managers, supervisors & HR professionals.

New Employees
These toolkits help prepare new employees for their first weeks of working at MSU.



Human Resources
MICHIGAN STATE UNIVERSITY

HR Transformation Video

**MSU Human Resources
is transforming**

[HR Transformation Video Link](#)



Human Resources
MICHIGAN STATE UNIVERSITY

Delivered on Key Projects

- Performance Excellence for staff
- Refreshed EBS Portal
- ALEX virtual benefits counselor
- Agile Recruiting and Onboarding project
- Redesigned HR Website



MICHIGAN STATE UNIVERSITY
SPARTANS WILL.

Questions?



Human Resources
MICHIGAN STATE UNIVERSITY

Staff Introductions

- **Donna Donovan**, Chief of Staff
- **Chris Hanna**, Metrics & Data Analytics
- **Greg Harris**, Employee Relations
- **Amy Holda**, Employee Relations
- **Sharri Margraves**, Organization & Professional Development
- **Reneè Rivard**, Compensation & Benefits
- **Alice Smith**, Solutions Center



MICHIGAN STATE UNIVERSITY
SPARTANS WILL.

Case Studies



Human Resources
MICHIGAN STATE UNIVERSITY