Mission Statement

“Our mission is 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 student success and cutting-edge research.”
Core Values

Accountability
Recognition
Inclusion/Input
Service
Effective Communication
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:** Increase individual and organizational effectiveness.
Key Objectives

January 2017 – December 2018

Objective 1: Implement key compliance initiatives designed to ensure alignment with federal and state regulations, while at the same time improving organizational efficiency.

Objective 2: Implement initial phase of Big 10 Alliance HR Analytics/KPI Project.

Objective 3: Update MSU Job Classification System consistent with modern practices.
Solutions Center Tier 0 and Tier 1

Multiple Access Channels

Tier 0
- ESS/MSS
- Web
- Phone
- Email

Tier 1
- Walk-in
- HR Generalists

Tier 2
- Centers Of Expertise
- HR Specialists

Tier 3
- Leaders
- Directors

One Stop Solutions

Stakeholders

Human Resources
Michigan State University
Our Model

- Self-Service
- Solutions Center
- Centers of Expertise
- Leaders
- HR Directors
- HR Specialists
- HR Generalists
- Projects
Bringing It All Together...

HR Services
- High-quality
- Innovative
- Advance MSU’s culture of high performance
Contact MSU HR

Contact MSU
Human Resources

SolutionsCenter@hr.msu.edu

517-353-4434

www.hr.msu.edu

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Looking Ahead...
Preparing for the Future

Create MSU HR Consulting Service Delivery Model

MSU HR professionals work with units as consultants

Research Job Rotation Concept

MSU HR professionals rotate work assignments with unit HR professionals

Post Temporary and On-Call positions

Increase quality and diversity of applicant pools
IT’S NOT JUST WHAT WE DO, BUT WHY AND HOW WE DO IT THAT DISTINGUISHES US AS SPARTANS.

SPARTANS WILL.
Questions?
Staff Introductions
Case Studies