

FALL 2016



PROFESSIONAL
DEVELOPMENT
& TECHNOLOGY
TRAINING
OPPORTUNITIES

spartanslearn.msu.edu

HUMAN RESOURCES AND MSU IT

MICHIGAN STATE
UNIVERSITY

Table of Contents

Professional Development by HR Professional Development Services

Announcements.....	3
elevateU Resources.....	4-5
Business Analysis.....	6
Communication.....	6
Customer Service	7
Finance and Accounting.....	7-9
Human Resources.....	9-10
Leadership.....	10-11
Management.....	11
Marketing	12
Operations	13
Personal Development	14
Project Management.....	14

Technology Training by MSU IT

MSU IT News and Information.....	15
New Horizons.....	16-17
elevateU Technology Training.....	18-21
Microsoft elevateU Training.....	18
Adobe elevateU Training	18
Database Management elevateU Training.....	18
Graphic/Web Design elevateU Training	18-19
Presentation Tools elevateU Training	19
Spreadsheets elevateU Training	19
Information Research elevateU Training	19
Security elevateU Training	19
Web Accessibility elevateU Training.....	19
Collaboration elevateU Training.....	19
IT Skills elevateU Training.....	20-21
Accessibility Training.....	22
Questions & Answers.....	23

ANNOUNCEMENTS

Enrollment Instructions

1. Visit ebs.msu.edu and log in with your MSU NetID and password.
2. Select "My Career & Training."
3. Select "Courses For Employees at MSU."
4. Click on the "Monthly Calendar View," "Course Catalog" links or type a keyword to find your desired class.
5. Click on the class date or the "To Registration" link of your desired class.
6. Click "Book this course."
7. Choose your payment method following the on-screen directions.

Questions about Classes?

For Professional Development Services classes, please call 517-355-0183.

For MSU IT Training information, please call the MSU IT Service Desk at 517-432-6200 or 844-678-6200 toll free.

Custom Departmental Programs

Are you interested in boosting the skills of a group of employees or an entire unit? Contact Professional Development Services to discuss your needs and develop a plan specifically tailored to address the issues you identify. It could be a class that you have seen in our catalog or a specialized program/series that explores a number of issues. We can bring the program to your location or you can come to us, whatever works best! General learning areas include, but are not limited to:

- Performance Excellence
- Customer service
- Effective communication
- Conflict management
- Meeting management
- Supervisory or leadership skills
- Accountability issues

Contact Jennie Yelvington at jennie@hr.msu.edu or 517-884-3798 to discuss program needs, rates and timelines.

Supervisor Approval is Required for Classes

When you enroll in a class in EBS, your supervisor will receive an email notification from the system to approve your attendance in the class. The notification will also appear in their HR/Payroll Inbox. Please follow up with your supervisor to ensure that the approval has been completed in the system prior to the start of the program.

How do I find the list of classes I enrolled in?

1. Visit ebs.msu.edu and log in with your MSU NetID and password.
2. Select "My Career & Training."
3. Select "Courses For Employees at MSU."
4. In the "My Training Activities" section, view your current enrollments.
5. In the "My Learner Account" section, click "Training Activities" to view your current, completed and cancelled EBS courses. Please note that the list only includes programs since the EBS implementation.

Human Resources and MSU IT are pleased to offer an e-learning initiative that can be accessed from the convenience of your computer:

elevateU

Go Further • Online 24/7



With elevateU, current MSU staff & faculty can access a diverse library of content, including:

- Courses and simulations
- Videos
- Books
- Certification test prep materials
- Webinars

There are programs that cover leadership, information technology (IT), finance, human resources, change management, project management, interpersonal skills and much more.

Utilize the resources as reference tools to help answer your day-to-day job questions or as part of your ongoing personal and professional development. Many of the courses are even approved for Continuing Education credits!

To access elevateU, simply log into EBS, select “My Career & Training” and then click “elevateU.”

Check out these resources available at no cost through elevateU, in addition to instructor-led course offerings, to help enhance your learning and development experience.

BUSINESS ANALYSIS

- Managing Customer-Driven Process Improvement
- Mapping and Measuring Processes
- Introduction to Business Analysis Planning

COMMUNICATION

- Effective Team Communication
- Communicating with Professionalism and Etiquette
- Writing for Business
- Business Grammar
- Managing Meetings for Productivity and Effectiveness
- And more!

CUSTOMER SERVICE

- Customer Advocacy: Communicating to Build Trusting Customer Relationships
- Customer Service Fundamentals: Building Rapport in Customer Relationships
- Customer Service over the Phone
- And more!

FINANCE AND ACCOUNTING

- Principles of Accounting and Finance for Non-Financial-Professionals
- Basic Accounting Principles and Framework
- And more!

HUMAN RESOURCES

- Recruiting Talent
- Conducting Interviews: Asking the Right Questions
- Hiring Strategic Thinkers
- Hiring a New Employee
- Risk Management: Workplace Safety, Security and Privacy
- And more!

LEADERSHIP

- The Benefits and Challenges of Engaging Your Employees
- Inspiring Your Team
- Developing a High Performance Organization
- The Voice of Leadership: Effective Leadership Communication Strategies
- Cross-Functional Team Fundamentals
- And more!

MANAGEMENT

- Managing Fairly
- Managing Workforce Generations: Working with the 21st-Generation Mix
- The Art of Effective Coaching
- And more!

PERFORMANCE EXCELLENCE

- Difficult Conversations: MSU Series
 - Navigating Difficult Conversations at Michigan State University
 - Navigating Difficult Conversations in Performance Excellence for Employees
 - Navigating Difficult Conversations in Performance Excellence for Supervisors
- Setting Goals
- Coaching
- Developing Your Career
- Performance Excellence for Supervisors
- Performance Excellence for Employees

PERSONAL DEVELOPMENT

- Optimizing Your Work Life Balance: Taking Control of Your Stress
- Coping with Information Overload
- Prioritizing Personal and Professional Responsibilities
- Working for Your Inner Boss: Personal Accountability

BUSINESS ANALYSIS

PROCESS MAPPING AND ANALYSIS

Tuesday, November 8 and Wednesday, November 9, 8:30 a.m. – 5:00 p.m.

Do you have processes that need to be revisited as a result of technology, staffing or policy changes? In this intensive two-day workshop, participants will learn how to identify and understand an organization's core processes, and walk away with valuable process mapping techniques that can be applied practically to streamline and reduce time required in completing a process or transaction.

Presenter: Bob Boehringer, Orion Development Group

Investment: \$350

ANALYSIS STUDIO

Wednesday, December 7, 1:30 p.m. - 4:30 p.m.

Use this advanced business intelligence tool to analyze large amounts of data in summary form. It is not meant for printed reports or for casual, infrequent use. Comprehensive knowledge of the data being analyzed is required.

Specific criteria must be met and will be verified prior to access being granted:

1. Query Studio training and be a consistent and regular user of Query Studio
2. Hold the role of fiscal officer and/or HR Unit Administrator
3. Have ARM form completed <https://aissecuritycontact.ais.msu.edu/ARMs/EBSCognosBIAnalysisStudio.pdf> and sent to data services (dombross@msu.edu) prior to class

Presenter: Stephanie Dombroski

Investment: Free

Location: Wells Hall B110H

COMMUNICATION

CRUCIAL CONVERSATIONS®

Wednesday, September 28 and Thursday September 29, 8:30 a.m. – 4:30 p.m., or Wednesday, December 7 and Thursday, December 8, 8:30 a.m. – 4:30 p.m.

By learning how to speak and be heard (and encouraging others to do the same), you'll begin to surface the best ideas, make the highest-quality decisions and then act on your decisions with unity and commitment. Learn step-by-step tools for promoting open, honest dialogue around high-stakes, emotional or risky topics—at all levels of your organization.

Presenter: Kathie Elliott and Christy Turner, MSU Human Resources

Investment: \$320 (includes extensive participant materials)

TEN TACTICS FOR POWERFUL BUSINESS WRITING

Thursday, October 6, 8:30 a.m. – noon

Writing skills can make a big difference to your efficiency, productivity and career success. Learn to apply proven guidelines to get the attention of your readers, and say more with fewer words for high impact.

Presenter: Jackie McCarroll, McCarroll Associates

Investment: \$115

CUSTOMER SERVICE

THE SPARTAN EXPERIENCE

Thursday, September 15, 8:30 a.m. – 4:30 p.m., or Tuesday, November 1, 8:30 a.m. – 4:30 p.m., or Tuesday, December 6, 8:30 a.m. – 4:30 p.m.

We must continually ask how Michigan State University will truly differentiate itself from the competition and thrive into the future. What will make the difference? Simply put, SPARTANS WILL. You will make the difference. This high-energy program is designed by Spartans for Spartans. Its goal is to inspire and build a high performance service mindset in all MSU team members to Deliver Outstanding Spartan Experiences with pride in everything we do and to all we serve.

Presenter: *MSU staff members from a variety of campus units*

Investment: *Free*

FINANCE AND ACCOUNTING

(NEW!) TRAVEL REGULATIONS AND REIMBURSEMENT PROCESSING

Tuesday, September 20, 8:30 a.m. – 2:30 p.m. or Friday, November 18, 8:30 a.m. – 2:30 p.m.

A travel processing class for employees who are new to MSU travel policies and reimbursement processing. The class is designed specifically for those who have been processing university business travel for less than one year and will focus on general travel regulations and reimbursement for basic travel scenarios. Topics and exercises will include: travel authorizations, travel regulation policies, per diem calculations, travel reimbursement processing in KFS and cash advances.

Presenter: *Ethel Mason and Susan McKay, MSU Accounting Office*

Investment: *\$25*

Note: *This class was formerly titled “MSU Travel 101.”*

EBS FINANCIAL SYSTEM - ROLES/ONBOARDING

Tuesday, September 20, 8:30 a.m. – 11:00 a.m., or Tuesday, October 18, 8:30 a.m. – 11:00 a.m., or Wednesday, November 30, 8:30 a.m. – 11:00 a.m.

Are you new to MSU and/or to a financial role? The intent of this session is to answer the question: Where do I start? You have a vast toolbox at your disposal. This session will identify all of the tools and provide a guide to your training resources.

Presenter: *Controller’s Office management staff*

Investment: *Free*

PAYMENTS TO NON-RESIDENT ALIENS & FOREIGN VENDORS

Tuesday, September 27, 8:30 a.m. – noon or Wednesday, November 16, 8:30 a.m. – noon

This session provides key information about making payments to non-U.S. vendors and individuals. Topics will include how to identify non-resident aliens and foreign vendors, visas, payment types, professional services contracts, U.S. taxes on payments, tax treaties and processing disbursement vouchers for payment.

Presenter: *Ethel Mason, MSU Accounting Office*

Investment: *Free*

ACCOUNTING IN EBS

Tuesday, October 4, 8:30 a.m. – 4:00 p.m. or Tuesday, December 6, 8:30 a.m. – 4:00 p.m.

This interactive session will provide you the opportunity to learn about key accounting concepts and how to apply them to the financial system, including: accounting basics, funds, sub-funds, object codes, workflow, internal controls, reporting basics and more.

Presenters: *Lee Hunter and Ethel Mason, MSU Accounting Office*

Investment: *\$25*

Note: *This session was formerly titled “MSU Accounting in EBS” and “Accounting 101.” This class will serve as a prerequisite for future MSU accounting training programs. All Fiscal Officers are strongly encouraged to attend.*

(NEW!) ADVANCED TRAVEL REGULATIONS AND REIMBURSEMENT PROCESSING

Tuesday, October 18, 8:30 a.m. – 11:30 a.m.

This class is specifically designed for those who have been processing university business travel for more than one year, or who desire more in depth knowledge regarding foreign travel reimbursements and more complicated travel scenarios. Topics and exercises will include: Fly America Act procedures, travel regulation policies, foreign per diem calculations, foreign currency conversions and complicated/unusual travel reimbursement processing.

Presenter: *Ethel Mason and Susan McKay, MSU Accounting Office*

Investment: *Free*

Note: *This class was previously titled “MSU Travel: Intermediate.”*

PROCESSING PURCHASING REQUISITIONS

Tuesday, October 25, 8:30 a.m. – 11:30 a.m.

Do you want to know how to handle requisitions and what happens when they get to Purchasing? We'll cover key processes to ensure your unit's needs are met. Additional topics include: bid requirements, contract review/approval process, international purchasing, subcontracting plan execution and reporting, and more.

Presenter: *Wendy Anderson, University Services – Purchasing*

Investment: *Free*

FINANCE PLANNING & REPORTING STRATEGIES

Thursday, November 10, 8:30 a.m. – noon

This session will provide an overview of strategies that can be used for financial planning and reporting. Topics include: identifying business questions and incorporating into financial planning and reporting; setting up new budgets for anticipated recurring or non-recurring expenditures from an all funds perspective; structuring data so that you can get future needed reports; setting up a budget and reporting actuals against that budget.

Presenter: *Ken Desloover, College of Arts and Letters and Kris Stroud, College of Human Medicine*

Investment: *Free*

Target Audience: *Individuals responsible for generating budgets and reports to assist with decision making and monitoring of projects or initiatives with a financial impact.*

TARGETED TOPICS IN ACCOUNTING

The Office of the Controller is pleased to offer a series of brief courses intended to be of practical use for fiscal officers, administrators and other financial system users in the areas of decision making, accounting and reporting. Topics may change each semester to address current and relevant topics. For details visit EBS, click on “My Career & Training,” then click on “Courses for Employees at MSU.”

Sessions:**GIFT ACCOUNTING**

Thursday, September 15, 2:00 p.m. – 4:30 p.m.

Documenting a gift to MSU is only the start of the journey for those funds. As the fiscal officer for your unit, you are responsible for the tracking, reporting, and appropriately using gifts to MSU. In this session, you will learn about the flow of gifts from receipt through deposit and recording. The instruction provided on the university's donor system, Advance, and the Scholarship & Endowment System, and their relationship with each other and KFS, will prepare you to assist your administration in the use and reporting of gift funds.

Presenter: *Sean Harwood, University Advancement*

Investment: *Free*

FISCAL OFFICER AND DELEGATE EXPECTATIONS

Wednesday, September 21, 8:30 a.m. – 11:00 a.m.

This session will inform participants about the expectations the Controller's Office has of individuals who are fiscal officers and fiscal officer delegates.

Presenter: *Greg Deppong and Lee Hunter, Controller's Office*

Investment: *Free*

ETHICS: WILL IT PASS THE "GUT CHECK"?

Thursday, October 6, 2:00 p.m. – 4:30 p.m.

Navigating MSU business requires a fiscal conscience. The ethical decision isn't always the most popular. This session will help by applying examples of ethical questions to daily financial transactions and decisions.

Presenter: *Sarah Blanck, Provost's Office and Mike Stokes, College of Osteopathic Medicine*

Investment: *Free*

SERVICE CENTER BILLING RATES

Thursday, October 20, 8:30 a.m. – 10:30 a.m.

This session will provide information to participants from units which provide goods and services for a fee. Participants will learn about the administrative responsibilities of operating a Service Center. The primary focus of the seminar will be on calculating the full cost of providing goods and services.

Presenter: *Roger Gray, Controller's Office*

Investment: *Free*

CONTROLLER'S OFFICE ACCOUNTING & PAYROLL FORUM

Thursday, November 10, 8:30 a.m. – 11:30 a.m.

This session is designed as an open forum for participants to engage with the Controller, Chief Accountant and Payroll Manager. The intent is to provide an opportunity for the campus community to "ask anything" regarding policies, procedures, transactions, what the Controller's Office can do better and more. Each participant will be asked to submit at least one item for discussion.

Presenter: *Greg Deppong, Lee Hunter and Sheila Wamhoff, Controller's Office*

Investment: *Free*

HUMAN RESOURCES**FOUNDATIONS OF STUDENT EMPLOYEE SUPERVISION CERTIFICATE SERIES**

This four-session series is designed for MSU staff who wish to enhance their skills in supervising and leading student employees. This series focuses on skill building and understanding the unique needs and challenges inherent in overseeing the work of student employees.

HIRING STUDENT EMPLOYEES AT MSU

Tuesday, October 25, 9:00 a.m. – noon

Presenter: *Cheleane Clerkley, MSU Human Resources*

Investment: *\$25*

PROHIBITED HARASSMENT: STUDENT EMPLOYEES

Tuesday, October 25, 1:00 p.m. – 4:00 p.m.

Presenter: *Office of Institutional Equity staff*

Investment: *\$25*

FOUNDATION OF STUDENT EMPLOYEE SUCCESS: SUPERVISING STUDENT EMPLOYEES

Thursday, October 27, 9:00 a.m. – noon

Presenter: *Debra Nelson Dunbar, Indiana University*

Investment: *\$110*

MOTIVATING STUDENT EMPLOYEES

Thursday, October 27, 1:00 p.m. -4:00 p.m.

Presenter: Debra Nelson Dunbar, Indiana University

Investment: \$110

Participants wishing to receive the series Certificate of Completion must attend all four sessions. Participants must enroll in each individual class. You may also take individual courses. Lunch will be provided for those attending both morning and afternoon sessions. To see course descriptions and to enroll, log in to EBS, click on My Career & Training, then click on Courses for Employees at MSU.

CERTIFIED HUMAN RESOURCES SPECIALIST

Wednesday, November 2, 8:30 a.m. - 4:30 p.m., Tuesday, November 8, 8:30 a.m. - 4:30 p.m., Wednesday, November 16, 8:30 a.m. - 4:30 p.m., Wednesday, November 23, 8:30 a.m. - 4:30 p.m., and Wednesday, November 30, 8:30 a.m. - 4:00 p.m.

Interested in the world of human resources? In this five-session series participants will receive fundamental knowledge to be a successful HR professional. Pass a take-home exam to achieve CHRS certification.

Presenter: Tina Riley, Ph.D., MSU School of Human Resources and Labor Relations

Investment: \$800

LEADERSHIP**BOOSTING TEAM PERFORMANCE**

Thursday, September 22, 8:30 a.m. - noon

Developing a shared vision of success is a critical factor in driving team performance. Methods of building trust, setting goals and providing feedback to help enhance employee engagement and working relationships will be shared in this course. Practical, critical tools are provided to enhance the long-term success of your team.

Presenter: Tina Riley, Ph.D., MSU School of Human Resources and Labor Relations

Investment: \$135

CRUCIAL ACCOUNTABILITY®

Wednesday, October 12, 8:30 a.m. - 4:30 p.m. and Thursday, October 13, 8:30 a.m. - 4:30 p.m.

This two-day course teaches a step-by-step process for enhancing accountability, improving performance and ensuring execution. A combination of role plays and interactive scenarios allows participants to practice how to talk about violated expectations in a way that solves problems, improves relationships and improves team and organizational effectiveness.

Presenter: Todd Bradley, MSU Human Resources

Investment: \$320 (includes extensive participant materials)

(NEW!) STRATEGIC LEADERSHIP

Thursday, October 13, 8:30 a.m. - noon

Have you ever been told you need to be “more strategic” as a leader? Do you struggle to balance the daily demands of your position with the need to plan for the future? This course will show you how to become a more strategic leader – whether you are “top dog” in your department, middle level manager, or supervisor. You will discover practical tools for aligning your own and your team’s goals with the high-performance needs of the organization. The course will include an in-class assessment of your preferred leadership style, and a customized plan for becoming more effective as a leader.

Presenter: Lori Mason, The Learning Connexion

Investment: \$185

INFLUENCER

Tuesday, November 15, 8:30 a.m. – 4:30 p.m. and Thursday, November 17, 8:30 a.m. – 4:30 p.m.

What can you do to create lasting change in your organization? This class is based on research of the world's best change agents to help participants identify high-leverage behaviors, diagnose the real causes behind behavior problems, effectively motivate and enable others and create behavior change strategies that yield rapid, lasting results.

Presenter: Jeff Magnuson, Henry Center for Executive Development

Investment: \$320 (includes extensive participant materials)

MANAGEMENT

(NEW!) CORE COMPETENCIES FOR SUPERVISORS

Thursday, September 29, 1:00 p.m. – 4:30 p.m. or Thursday, December 8, 1:00 p.m. – 4:30 p.m.

Frontline supervisors are a main determinant of overall performance, retention and morale in an organization. Several recent studies have shown that a leading cause of employee dissatisfaction and turnover is not due to compensation (as typically thought), but by the relationship between the employee and their direct supervisor. In this session, we will explore how your role as supervisor adds value to the organization, how to successfully move from peer to supervisor, and how to build communication skills, motivate and give effective feedback.

Presenter: Mitzi Taylor, Not So Basic Training

Investment: \$190

NEW SUPERVISOR ESSENTIALS

Wednesday, October 5, 8:30 a.m. – 4:30 p.m. or Thursday, December 1, 8:30 a.m. – 4:30 p.m.

This session is designed to provide new supervisors at MSU with support and information to create a strong foundation as a leader. Content includes an overview of leadership skills, administrating Employee Relations, and a panel of current MSU supervisors. Lunch is provided.

Presenter: Jennie Yelvington, Amy Holda and Anthony Lemke, MSU Human Resources

Investment: Free

Target Audience: Recently appointed or newly hired supervisors and managers.

ESSENTIALS OF EMPLOYEE RELATIONS

Friday, October 21, 8:30 a.m. – 4:30 p.m.

This course offers new and experienced supervisors a refresher from Employee Relations on topics such as setting expectations, performance management, what to do when you think you need to discipline an employee and your role as a contract administrator.

Presenter: Amy Holda, MSU Human Resources

Investment: \$25

(NEW!) SUPERVISOR STRATEGIES FOR PERFORMANCE PLANNING

Thursday, November 10, 1:00 p.m. – 4:00 p.m.

As a supervisor, it is important that you sufficiently prepare and work collaboratively with your employee to make the Performance Planning portion of Performance Excellence successful. In this program, you can expect to learn strategies to link university and departmental priorities to the employee's role, clarify expectations, write effective SMART goals, identify skill gaps, create a development plan and increase engagement in the process.

Presenter: MSU Human Resources staff

Investment: Free

MARKETING

COMMUNICATING THE MSU BRAND: SPARTANS WILL (CERTIFICATE SERIES)

In the increasingly competitive world of higher education, the need to present a cohesive brand experience across all channels and touch points is more important than ever to an institution's ability to differentiate and achieve its objectives, including student and faculty recruitment and attracting funding.

Participants in this five-part series will gain a thorough understanding of the elements and workings of the MSU brand platform, as well as specific insights for aligning college and unit communications for maximum impact.

Intended audience: Certificate series for university communicators, others holding primary communications responsibilities in their unit, and those interested in learning more about the essential elements of the MSU brand.

Note: Individuals wishing to attain MSU brand certification must attend all five sessions. Other participants are welcome to sign up for individual sessions of interest, though registration priority will be given to those seeking certification.

Sessions:

BRAND COMMUNICATIONS AT MSU

Wednesday, October 5, 8:30 a.m. – noon

Topics include: What is a brand? “Stronger Together” and the MSU brand platform.

Presenter: Communications and Brand Strategy Staff

Investment: Free

MSU BRAND ELEMENTS

Wednesday, October 12, 8:30 a.m. – noon

Topics include: Logos and marks, visual identity at MSU (typography, color, etc.), and licensing and the brand.

Presenter: Communications and Brand Strategy Staff

Investment: Free

MESSAGING

Wednesday, October 19, 8:30 a.m. – noon

Topics include: Identifying key messages, tone, the art of the headline, and aligning with the brand.

Presenter: Communications and Brand Strategy Staff

Investment: Free

DIGITAL IMPACT

Wednesday, November 2, 8:30 a.m. – noon

Topics include: Web standards, video and photo basics and social media (channels, guidelines, and tips).

Presenter: Communications and Brand Strategy Staff

Investment: Free

LIVING THE BRAND

Wednesday, November 9, 8:30 a.m. – noon

Topics include: Your Spartan Experience and working with CABS.

Presenter: Communications and Brand Strategy Staff

Investment: Free

OPERATIONS

NAVIGATING BUSINESS INTELLIGENCE

Wednesday, September 14, 1:30 p.m. - 3:30 p.m.

Would you like to set up your own Business Intelligence reports or send them to other people automatically according to a schedule? Attend this course for an overview of Business Intelligence basics, plus tips on making Business Intelligence work for you.

Presenter: *MSU IT Data Services Team*

Investment: *Free*

Location: *Wells Hall B110H*

QUERY STUDIO

Wednesday, September 21, 1:30 p.m. - 4:30 p.m. or Wednesday, October 5, 1:30 p.m. - 4:30 p.m.

Query Studio is an ad hoc reporting tool that can be used to produce queries against enterprise data. Participants will be granted access to Query Studio upon completion of training. Additional ARM forms and approval to access specific data sets may be required.

Presenter: *MSU IT Data Services Team*

Investment: *Free*

Location: *Wells Hall B110H*

Pre-requisites: *You must have access to finance and/or HR data as a result of a valid and current role in the EBS system. You must bring a signed ARM form to class; the form will be provided to you upon class enrollment.*

RECORDS MANAGEMENT AND RETENTION AT MSU

Wednesday, October 5, 2:30 p.m. - 4:30 p.m.

Learn the rules, regulations and strategies to help manage university records. Class will cover both electronic and print documents. Bring questions and scenarios to ensure your unit is in compliance with administrative and legal records management requirements.

Presenter: *Staff from University Archives and Historical Collections*

Investment: *Free*

PROCESSING STUDENT AWARDS & FINANCIAL AID

Thursday, October 20, 1:00 p.m. - 5:00 p.m.

Join staff from the Office of Financial Aid and the Controller's Office as they explore the ins and outs of student financial aid, geared to the non-financial aid professional. Topics will include how awarding a fellowship or scholarship can impact a student's financial aid, options to assist students with financial aid challenges, Satisfactory Academic Progress (SAP) impacts, taxation of student awards and other financial aid related topics.

Presenter: *Staff from the Office of Financial Aid and the Controller's Office*

Investment: *Free*

RECOGNIZING AND PREVENTING VIOLENCE IN THE WORKPLACE

Wednesday, November 9, 2:00 p.m. - 4:00 p.m.

Violence in the workplace exists along a spectrum with signs along the way. Identifying and addressing behaviors of concern in a timely manner is essential to preventing violence in the workplace. The MSU Police Department will provide instruction on how to identify these behaviors of concern, give tips on intervention, and will give valuable training on how to respond during a violent incident, such as an active shooter in the workplace.

Presenter: *Kelly Roudebush, MSU Police*

Investment: *Free*

PERSONAL DEVELOPMENT

BOOST YOUR CAREER

Thursday, September 22, 1:30 p.m. – 4:30 p.m.

Do you want to take charge of your career? In this program you will learn strategies for developing a career path, as well as establishing professional development goals. Also included is a demonstration of the self-paced, online learning resource, elevateU.

Presenter: Christy Turner, MSU Human Resources

Investment: Free

(NEW!) SUSTAINABLE HIGH PERFORMANCE

Thursday, September 22, 8:30 a.m. – 4:30 p.m. and Friday, September 23, 8:30 a.m. – 4:30 p.m., or Tuesdays, October 4, 11, 18, 25, 1:00 p.m. – 4:30 p.m.

Performance excellence requires you to have significant emotional resiliency as you navigate the challenges inherent in your day-to-day work life. Taking the time to develop strong emotional wellness-work effectiveness skills will increase your capacity for calm, creative response to a wide variety of problems. Increasing your psychological flexibility and learning to operate from a high quality state of mind will allow you to be a consistently high performing employee over time.

Presenter: Lisa Laughman, MSW, LMSW, Office of the University Physician and Karen Pace, MSU Extension

Investment: Free

EVERYTHING DISC®: BEHAVIOR STYLES AT WORK

Thursday, November 3, 1:00 p.m. – 4:30 p.m.

Have you ever wondered why some people just don't get you? Or have you ever thought "I cannot even begin to know what my boss needs—even when I ask, I am still not sure." Most of us have felt that way at one time or another. The good news is there is a simple tool designed to help you understand yourself AND other people too. Everything DiSC® helps you build more effective working relationships based on an understanding of different behavioral styles.

Presenter: Carrie Galdes, MSU Human Resources

Investment: \$75

PROJECT MANAGEMENT

ESSENTIALS OF PROJECT MANAGEMENT

Wednesday, October 26 and Thursday, October 27, 8:30 a.m. – 5:00 p.m.

Learn techniques to become skilled at managing projects. This two-day workshop is designed to arm you with the tools you need to manage projects and bodies of work that deliver results on time and on budget, regardless of size or nature.

Presenter: Alice Wilken, Orion Development Group

Investment: \$350 (includes the book, Fast Forward MBA in Project Management)

Change of Direction for MSU IT Training

The MSU IT Training team has been transitioning from traditional classroom delivery of content to web-based delivery methods over the past couple of years. This has been possible, in large part, by partnerships the university has formed with third party vendors (e.g., New Horizons, elevateU). We will be growing these areas more aggressively in the coming months, specifically:

- Eliminating remaining instructor-led training by MSU IT training personnel.
- Increasing the number of training partners to refer people to for instructor-led training.
- Focusing the efforts of MSU IT Training personnel toward creating online training like the training at go.msu.edu/USS-training and coordinating any needed instructor-led training with other organizations.

Remaining instructor-led courses are posted in EBS. Click on "My Career and Training," "Courses for Employees" to search the desired course term.

MSU Libraries Registration System Change

Registration for classes by MSU Libraries Distance Learning Services (DLS), such as D2L, Zoom and MediaSpace, will now be processed through the LibCal registration system.

Faculty and staff should register for DLS training online through the LibCal registration system instead of MSU's Enterprise Business System (EBS). Phone registration is also available by calling 517-355-2345 or 800-500-1554.

1. Visit bookings.lib.msu.edu and find the desired event.
2. Log in/register with your MSUNetID and password.
3. Choose the appropriate registration status (Faculty or Staff).
4. Fill in your department or organization name.
5. Click "Register."
6. "Success" displays at the bottom of the page once you've registered.
7. You will receive an email in your MSU inbox with the information for the event that you have registered for. This email also has a link to cancel should something come up and you cannot attend.
8. Be sure to record this event on your personal calendar.
9. You can either log out from this point or continue searching for other events.

MSU IT Email List

MSU IT offers a training email distribution list (Listserv) you may subscribe to for schedules, announcements of new offerings and more.

To subscribe, send an email to listserv@list.msu.edu with the following in the body of the email:

SUBSCRIBE train FirstName LastName

(Please note: "FirstName" and "LastName" are placeholders for your own name.)

You will be sent a confirmation email and will need to reply according to the instructions given in the email. For questions, please call the MSU IT Service Desk at 517-432-6200 or 844-678-6200 toll free.

Benefits of Online Learning



Immediacy

Get the help you need when you need it. Obtain a comprehensive view of a particular topic or advance ahead to learn a particular task.



Adaptability

Working at your own pace allows you to study at your own speed. Study material using your preferred learning style, reviewing topic areas and repeating exercises as often as you like.



Flexibility

Pick the time and duration best for your schedule. Whether it's late at night for one hour or during the day for four hours, training is available for you.



Retention

Studies show that engaging, interactive, online training can increase retention to as much as 60% more over listening to instruction or reading alone.



Convenience

You choose when it is best for you to learn. Online training allows you to learn at work, at home or even on the road.

New Horizons Registrations

Michigan State University partners with New Horizons to offer a wide range of technical courses to MSU faculty and staff. Course selection was recently increased to expand the quantity and variety offered.

To register for a class, please visit nhls.com/msu. You will receive specific login information in two to three days upon registration.

New Horizons offers a free retake within six months of a class. To take advantage of this offer, call or email New Horizons to register for a different date of the same session.

Starting **September 1, 2016**, New Horizons registrations will be processed through the traditional educational assistance process for non-credit courses instead of to the EBS registration system.

To read more on the Educational Assistance Policy & Procedure, visit www.hr.msu.edu/documents/supportstaffpolproc/edassist.htm

To utilize a department charge

Pay with a Pcard.

To apply for Educational Assistance Funds

1. Log into EBS and select "My Career & Training."
2. Click "Educational Assistance System."
3. In the Educational Assistance System, select "Apply" and then "Non Credit course." Follow the steps below to check your EdAssist Balance prior to registering for classes.
4. Complete the online application 30 days prior to the first day of class. This application will route to MSU HR after the electronic supervisor approval. The course description must be in a PDF file format.

Note: After the application is submitted, it will route to your supervisor for approval. You will be notified within 15 days, after receipt of the application in MSU HR, if the request was approved or denied.

5. After you have your approval, visit nhls.com/msu to enroll in the class and date specified in your EdAssist Application.
6. Within 15 days of the end of the course, submit proof of successful course completion and proof of payment. To complete this final step, click "Search" in the Educational Assistance System and select the "Course Title." Click "+Add" to the "Upload Transcripts" section and "Submit."



Note: If your department used a PCard to pay for your course, provide a copy of the actual PCard statement showing the charge. If you paid for the course, provide a copy of the receipt with the charge. Please keep in mind that reimbursement may be delayed or denied if proper documentation is not submitted within the appropriate timeline.

For further questions regarding the EdAssist Application, please contact Julie Rorick at 517-884-0177 or rorick@hr.msu.edu.

To cancel your registration

- You need to cancel both your class and your EdAssist application.
- To cancel your class, contact New Horizons at 517-318-4026 or Ryan.Rinvelt@nhls.com.
- To cancel your EdAssist App, click "Check Status" in the Educational Assistance system. Select your course title and then click "Cancel Application."

How to check your EdAssist Balance

1. Log into EBS and select "My Career & Training."
2. Click "Educational Assistance System."
3. In the Educational Assistance System, select "My Account" and then "EdAssist Balance."

The EdAssist Balance shows the current academic year Educational Assistance benefit balance for both credit and noncredit courses. Credits encumbered refers to applications filed but not yet completed.

New Horizons Lansing Location:

1146 South Washington Ave. (corner of Washington Ave. &



New Horizons Training Portal for MSU



Use your Educational Assistance dollars! Visit nhls.com/msu

TEACHING METHODS

Classroom Learning

- Traditional, instructor-led training
- Certified, high-quality instructors
- Instructor lectures & demonstrations
- Hands-on exercises & simulations
- Web-based resources during and after class

Online LIVE

- Live instructor-led via the Internet
- Develop your skills in a controlled environment
- Eliminate the need to travel for classes
- View class recordings for up to 6 months
- Onsite online classes offer tech support and focused learning

For more information contact Ryan Rinvelt with New Horizons at 517-318-4026 or ryan.rinvelt@nhls.com
Lansing location 1146 South Washington in Reo Town.

Microsoft

Project Management Institute

RedHat

IBM

Cisco

CompTIA

Adobe

VMware

Windows 10

EC Council

Citrix

ONLINE TRAINING AND ENRICHMENT

To access elevateU, log into EBS at ebs.msu.edu, select "My Career & Training" on the left side bar, and click on "elevateU."

Microsoft (683 courses; 3,116 books; 9,461 videos; 125 resources)

Sample subjects include:

- CompTIA
- Exchange Server
- Hyper-V
- Office Suite (Access, Excel, PowerPoint, Word)
- Project
- SharePoint
- Windows

Adobe (181 courses; 2,189 books; 1,748 videos; 4 resources)

Sample subjects include:

- Creative Cloud
- Illustrator
- Premiere
- Photoshop
- Acrobat
- InDesign
- Animate
- Dreamweaver
- Flash
- Spark
- Captivate

Database Management (1,382 courses; 3,911 books; 2,831 videos; 154 resources)

Sample subjects include:

- Beginning Oracle
- Microsoft Access
- Microsoft SQL Server
- Microsoft Windows Server: Active Directory and Networking
- Next Generation Databases: NoSQL, NewSQL and Big Data
- Oracle Database 12c
- PowerShell
- XML Databases and the Semantic Web

Graphic/Web Design (1,091 courses; 3,114 books; 1,997 videos; 46 resources)

Sample subjects include:

- Adobe Creative Cloud
- Communicating through Graphic, Web and Multimedia Design
- Drupal

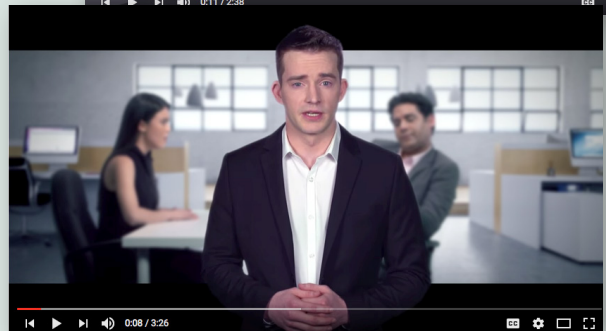
elevateU

Go Further • Online 24/7



CHOOSE YOUR LEARNING STYLE

elevateU offers a variety of ways for you to learn.



- High-end animations
- Well-acted, interactive scenarios
- TV/Talk show or TV/Movie excerpts
- Simple animations
- TED talk-style presentations
- Documentary-style videos
- White board tutorials

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- SmartArt and WordArt
- Typographic Design
- Visual Studio
- Web Design
- WordPress

Presentation Tools (456 courses; 4,569 books; 1,335 videos; 313 resources)

Sample subjects include:

- Basic Presentation Skills
- Google Apps: Slides, Sites and Google+
- Microsoft OneNote
- Microsoft PowerPoint
- Working with Graphic, Audio, and Video Content in PowerPoint

Spreadsheets (163 courses; 2,741 books; 115 videos; 31 resources)

Sample subjects include:

- Excel Pivot Tables
- Matlab
- Microsoft Azure
- Microsoft Excel
- Microsoft Office
- OpenOffice.org

Information Research (728 courses; 3,555 books; 753 videos; 276 resources)

Sample subjects include:

- Analytical Techniques Used for Business Analysis
- Concept-Oriented Research and Development in IT
- Health Information Systems and Technology
- Information Systems Research

Security (454 courses; 3,065 books; 4,834 videos; 502 resources)

Sample subjects include:

- .NET Development Security Solutions
- Certified Ethical Hacker
- Cloud Computing
- Microsoft Security Fundamentals
- Securing User Accounts: Authorization, Registration, and Passwords
- Wireless and Mobile Device Security

Web Accessibility (205 courses; 2,244 books; 15 videos; 4 resources)

Sample subjects include:

- Using Internet Explorer: Accessibility and User Preferences
- Pro HTML5
- Web Standards and Regulatory Compliance

Collaboration (520 courses; 3,605 books; 730 videos; 284 resources)

Sample subjects include:

- Collaborating and Sharing Presentations
- Microsoft Outlook
- Microsoft SharePoint

To access elevateU, simply log into EBS, select My Career & Training and then click elevateU.

IT SKILLS

Business Skills for IT Professionals (15 books; 15 courses; 15 resources)

Sample topics include:

- Data Analytics and Gamification
- IT Performance Management

Business Analysis (68 books; 5 course series)

Sample topics include:

- Project Management and Business Analysis
- BABOK
- Business Analytics Using SAS

Communications for IT Professionals (42 books; 4 course series)

Sample topics include:

- The Art of Delivering a Winning IT Presentation
- Communicating the UX Vision
- Using Data Presentation Tools for Effective Communication

Finance Fundamentals for IT Managers (70 books)

Sample topics include:

- QuickBooks
- Reduce Cost While Modernizing Your IT
- Xero
- Financial Forecasting, Analysis and Modeling
- Bitcoin
- Sage
- Quicken
- Value-Driven IT Management

Green IT (36 books)

Sample topics include:

- Green Tips for Data Centers
- Green Information Technology
- Intel Technology Journal
- Challenges and Best Practices in Next Generation IT Equipment
- The Green Office

IT Governance (113 books)

Sample topics include:

- Securing an IT Organization through Governance, Risk Management and Audit
- Using COBIT 5 for Risk
- Information Governance and Security
- Impact of Cloud Computing on IT Governance
- Agile Governance and Audit

IT Service Management (3 books; 3 course series)

Sample topics include:

- ITIL 2011 Foundations
- ITIL 2011 Intermediate

To access elevateU, simply log into EBS, select My Career & Training and then click elevateU.

Management for IT Professionals (173 books)

Sample topics include:

- The Big Shift in IT Leadership
- The Art of IT Management
- Agile Performance Improvement
- Women in IT: Inspiring the Next Generation
- IT Tools and Business Systems

Research and Development (73 books)

Sample topics include:

- Third Platform and e-Learning Ecosystem
- Commercializing Innovation: Turning Technology Breakthroughs into Products
- Understanding Your Users: A Practical Guide to User Research Methods
- Research Methods of Computer Science

Strategic IT Planning (85 books)

Sample topics include:

- The Lean IT Field Guide: A Roadmap for Your Transformation
- Moving to the Cloud Corporation: How to Face the Challenges and Harness the Potential of Cloud Computing
- Digital Enterprise Transformation: A Business-Driven Approach to Leveraging Innovative IT
- Content Strategy
- Agile Productivity Unleashed: Proven Approaches for Achieving Real Productivity Gains in Any Organization

To access elevateU, simply log into EBS, select My Career & Training and then click elevateU.

Accessibility Training

Digital accessibility training is a great way to improve the accessibility of MSU content, to understand why accessibility is important and to get a better understanding of MSU's Web Accessibility Policy. Visit webaccess.msu.edu for more information.

MSU IT offers a few options for accessibility training to colleges and departments, including Eliquo. Eliquo offers accessibility training in a live, online format. To register for one of these classes, complete the [online request form](#). The form will be processed within one to two days and you will receive a response once the training team verifies the availability of the course requested.

Course Listing

Visit eliquo.ca/en/training/ to view the most up-to-date Eliquo class offerings.

Cost

Eliquo training is subsidized in part by MSU IT, so your final cost is only \$74 per training day. You can pay for Eliquo training using Educational Assistance or by department charge.

Cancellation Policy

All cancellations must be made at least 10 days in advance, and any cancellations made less than 10 days in advance may be charged for the training. To cancel a training date, contact train@msu.edu.

Course Request Form

Complete the [online request form](#) to register for an Eliquo training course.

Recommended Training Paths

The list on this page provides recommendations for Eliquo training, and self-directed training options. MSU IT can also provide customized accessibility training for groups within your college or your department on specific topics or discuss why accessibility is important at MSU. For customized accessibility training, [request a consultation](#).

For Content Creators

- Mastering the Microsoft Office Suite Including Accessibility Features
- Adobe Acrobat Pro: Accessible PDFs with WCAG 2.0, or this course if you are using Adobe Acrobat Pro DC
- Adobe InDesign: Accessible PDFs with WCAG 2.0

For Technical Leads and Web Developers

- WCAG Techniques for Web Content
- WCAG Techniques for Web Applications and Forms
- Adobe Acrobat Pro: Accessible PDFs with WCAG 2.0, or this course if you are using Adobe Acrobat Pro DC
- HTML5 & ARIA to Meet WCAG 2.0 Requirements with Jon Gunderson (Self-directed. Requires MSU login.)
- WebAIM Accessibility Training with Jared Smith and Jonathan Whiting (Self-directed. Coming soon.)

For Advanced QA and Testing

- Testing Accessible Web Pages
- Testing Accessible PDF Documents with WCAG 2.0
- Testing Accessible Forms with WCAG 2.0
- User Experience Testing

For Faculty, Instructors, and Graduate Assistants

- Accessible Audio and Video with WCAG 2.0
- Creating Accessible eLearning with Universal Design for Learning (UDL) (2 Days)
- Learning about course accessibility at MSU (Self-directed. Coming soon.)

QUESTIONS & ANSWERS

WHAT IS PROFESSIONAL DEVELOPMENT SERVICES (PDS)?

Professional Development Services (PDS) offers a broad range of programming to support MSU staff and faculty in expanding their skills, furthering career goals and meeting the ever changing demands of a high performance organization.

WHAT IS MSU IT TRAINING?

MSU IT Training offers noncredit, web-based training on a wide range of topics for the purpose of job training, career development and personal improvement.

SUPPORT STAFF EDUCATIONAL ASSISTANCE

Support staff employees with 12 full-time-equivalent service months at MSU are eligible for up to \$800 per academic year for noncredit, job-related courses, such as those offered by PDS and MSU IT Training. Part-time employees are eligible on a proportional basis. Educational Assistance funds do not come out of your department's budget. To learn more, contact Julie Rorick at 517-884-0177 or rorick@hr.msu.edu.

CANCELLATION POLICIES

PDS classes: Once you are booked in a class, you are considered enrolled. There will be no charge if you cancel five working days before the class date. Incomplete approval workflow is not considered a cancellation. For additional details, please visit professionaldevelopment.hr.msu.edu.

MSU IT Training classes: Please call MSU IT Service Desk at 517-432-6200 or 844-678-6200 toll free as soon as you know that an enrollment must be canceled.

CLASS LOCATIONS

PDS classes are held in Suite 10 Nisbet Building, unless otherwise indicated. The majority of MSU IT Training classes will take place online; however, for those classes held in-person, locations are noted in the class listing.

SPECIAL ACCOMMODATIONS

For PDS classes, call 517-884-0169 at least two weeks prior to your class regarding special dietary or accommodation needs. For MSU IT Training classes, email train@msu.edu.

CUSTOMIZED PROGRAMS

PDS can help you design your next unit retreat or professional development activity. For customized services, call Jennie Yelvington at 517-884-3798 or Christy Turner at 517-884-7399.

MSU IT Training can help with custom training, special sessions, online training and workshops. Contact the MSU IT Service Desk at 517-432-6200/toll free 844-678-6200 or complete the [training request form](#).

PDS QUESTIONS?

Phone: 517-355-0183

Email: ProDev@hr.msu.edu

MSU IT TRAINING QUESTIONS?

Phone: 517-432-6200 or 844-678-6200 toll free

Website: tech.msu.edu/training

Email: ithelp@msu.edu

MSU is an affirmative-action, equal-opportunity employer.