“Universities are places where individuals grow and develop by interacting with others who are different from themselves. This especially occurs in our residence halls, dining halls and other communal spaces across campus.

I would like to think that we create environments in our communities that embrace appreciation of human differences and constructive expression of varied ideas; respect for the rights of others; refusal to condone inappropriate behaviors; self-awareness, openness and personal accountability; and active promotion of an inclusive and welcoming climate. These ideals allow for our students to discover the richness of the diverse community that we have to offer.

We must never forget to embrace and appreciate diversity, cherishing all of our similarities and our differences. As RHS team members and members of the higher education community, we have the power to set the tone. When topics of diversity are spotlighted on our campus, let’s make sure we shine in a positive light.”

- Letter from Vice President Vennie Gore to the RHS Team

In a year of violence, protest and harmful rhetoric around racial and diversity issues, Residential and Hospitality Services has renewed our commitment to providing a welcoming, safe space where our students can study, grow and learn.

In December 2015, RHS hosted a community town hall, where students from across our Neighborhoods came together to share thoughts and feelings with our team and work towards solutions that will make our residence and dining halls a better place. Out of that meeting we are working on an action plan that will include enhanced training and awareness for our team among other reports an initiatives.

Also in that meeting, VP Gore made a commitment to our students to undergo the first-ever RHS Diversity Review, where we will examine all our policies and practices, investigating how we can be more inclusive.

We are actively working with CORES/COPS to uncover issues and develop solutions that better meet student needs and are excited to continue this important work.

Each of the RHS departments have participated in activities over the year that enhance our diverse and inclusive culture. Below, you will find details from each group.

**The RHS Student Employment Office**

RHS Student Employment continues to grow and diversify our student workforce by reaching out and forming partnerships with many areas across campus: Neighborhood Engagement Centers, Career Services, Office of Admissions, Office of Financial Aid, Lyman Briggs College,
Residential College of Arts and Humanities, and Office of International Students & Scholars. We are piloting a program between the Office of Supportive Services and Residential Dining that provides employment to students from disadvantaged backgrounds as part of OSS’s professional development curriculum. Additional discussions have explored opportunities for a similar program with the Office for International Students and Scholars.

Community Service Activities

RHS Human Resources demonstrated its commitment to the local community by participating in multiple service projects. The HR team supported two MSU student families for the holidays, one family celebrating Diwali and the other Christmas. In April 2015, the team helped pick up trash and cleaned the pathways and sidewalks surrounding Holmes Hall and along the Red Cedar. In September 2015, the team painted exterior walls of a new wing at REACH to support the Capital Area United Way Day of Caring.

RHS HR hosted Troy Logan, an ACUHO-I intern from Australia, for a three-month period, providing support in arranging his VISA, work permits, and housing; coordinating his work/learning modules in RHS units in support of his sports management/marketing degree; and arranging cultural opportunities for him to participate in. In total, 10 members from RHS Human Resources contributed more than 100 hours of community service for the year thus far.

Bias Reporting Protocol

Throughout 2014-15, staff in Residential and Hospitality Services, specifically those in the human resources units, continued to work closely with staff in the Office of Institutional Equity to report bias incidents in RHS. RHS supervisors have been trained on bias reporting protocol.

Cultural Awareness Activities

In April 2015, RHS Human Resources sponsored a conversation in Muslim cultural awareness with Dr. Mohammed Khalil, director of the MSU Muslim Studies program. Attendees included RHS APSA team members and RHS HR representatives.
Training

Thus far in 2015, 27 RHS team members, including 13 regular managers and 14 student supervisors, have taken a 14-hour training to become certified targeted selection interviewers. The Targeted Selection system provides tools and techniques to confidently identify and hire the best talent utilizing behavioral based questions in a formal interview guide, eliminating unrelated and potentially illegal questions and bias. Since adopting this selection process in 2008, more than 170 RHS managers have been trained.

Oliver Davis, institutional equity coordinator, presented to the RHS Human Resources team on position placement goals and the assistance and resources he can provide to departments in meeting placement goals.

RHS team members used the online Relationship Violence and Sexual Misconduct training to comply with this MSU initiative and an instructor-led format was launched by RHS HR for those team members with limited computer access or skills. Currently, 100 percent of active regular employees and 82 percent of our entire workforce of 7,375 have completed the training.

Implemented Facilities Enhancements

Akers Hall
In Akers Hall, renovations have been completed to food service areas to make them accessible, and new life safety equipment has been placed throughout the building. The project also improved accessibility within the halls and public restrooms, and an elevator system allows for convenient dining hall accessibility.

Breslin Center
Planned renovations to the Breslin Center will allow for enhanced accessibility throughout the facility. Areas to be enhanced include public restrooms, concession stands, the concourse, public elevators and more.

1885 Place
Of the 429 units to be available at 1855 Place, 28 will have enhanced mobility features and 22 will be Type A fully accessible units. All public spaces throughout the community, including study rooms, a marketplace, a Starbucks and more, will all be made fully accessible.

Holmes Hall
Four fully accessible restrooms throughout Holmes Hall are scheduled to undergo renovations.
Residence Education and Housing Services and the MSU Union

Residential Curriculum

Starting in fall 2016, MSU will provide a comprehensive residential curriculum for students in residence. This plan will include an intercultural focus while also creating an opportunity to introduce students to T-shaped leadership and examining resiliency. The team in REHS is working with campus partners from the associate provost for undergraduate education’s office to link the residential curriculum to the university’s liberal learning goals, the provost’s priorities, the RHS Strategic Plan and Bolder by Design. Most importantly, this curriculum will bridge residence hall programming, REHS staff training and residential inclusion plans in a seamless living and learning experience.

Residential Inclusion Plans

Residence Education and Housing Services has been creating residential inclusion plans for the 2015-16 academic year. These plans include anti-bias education, building intercultural plans, community meetings, community initiatives, department/partner training and other initiatives. As part of this initiative, resident assistants are required to participate in intercultural programs for their communities. Also, in November, 2015, a letter was sent from Dr. Kathy Collins, director of Residence Education and Housing Services, to all community residents discussing what it means to be a part of our communities.

Training for Staff

REHS staff have participated in a number of enriching experiences shining a spotlight on topics of diversity and enhancing the team’s collective cultural appreciation. A few of these events can be found below:

- Dr. Maura Cullen presented to resident assistants, assistant community directors, community directors and assistant directors (Fall, 2015)
  - Dr. Maura Cullen holds a doctorate in social justice and diversity education and has worked more than 30 years as a diversity trainer speaker at more than 500 universities and organizations. She is one of the founding faculty of the Social Justice Training Institute. To learn more, visit www.mauracullen.com
- Residence Education staff received additional intercultural training at their fall 2015 development session and throughout the year at in-hall meetings and all neighborhood meetings.
- Dr. Maura Cullen presented to student supervisors of staff at Service Centers (fall, 2015)
- Additional training was provided by campus partners to Student Center Representatives on inclusion, exclusion, illusion, and collusion. Learning Outcomes for those session were:
Outcome 1: Define inclusion, exclusion, illusion and collusion
Outcome 2: Discuss the impact of implicit and unconscious bias in the SCR/NR roles
Outcome 3: List three ways an SCR/NR can counteract implicit or unconscious bias in their role

Reporting Bias Incidents in the Residence Halls

A bias incident is an incident of verbal or nonverbal conduct that is threatening, harassing, intimidating, discriminatory or hostile and is based on a category protected under the MSU Anti-Discrimination Policy (ADP).

When a bias incident occurs in the residence halls and is reported to staff, the following protocols are to be followed immediately:

1. If there is immediate concern of safety or that a crime may have been committed, contact the MSU Police Department.
2. Initiate the Residence Education duty chain of command every time a bias incident occurs (more information is available upon request).
3. Photograph any relevant material and consult with police before removing/covering offensive material.
4. Document the incident via an Incident Report in the Advocate reporting system.
5. Notify OIE by assigning the case to OIE in the Advocate incident reporting system.
6. The community director assigned to the hall of the incident will communicate and work with OIE to address breaches of confidentiality or any possible retaliatory behavior. OIE may initiate an investigation and will file a claim with Student Judicial in the event a policy violation is found by the office.
7. Explain to the student/reporter that (s)he may be contacted by OIE.
8. Notify the resident assistant on the floor.
9. Notify the Office of Cultural and Academic Transitions (OCAT) and/or the OCAT aide for the area.

Bias protocol in the residence halls

Under the direction of community directors, a team in a residence hall will consult with OIE. When a bias incident occurs, the following should be considered by the team:

- The primary concern is the impact of the incident on the group or person targeted.
- The targeted group or person should be empowered and given choices to address the incident.
- A decision should be made regarding whether or how members in a residential community should be informed of the incident and its impact on the person or group targeted. Such a decision will take into consideration the nature of the incident, the nature of the investigation and the need for public dialogue. The CD should propose the response to the AD of the area or designee for review. The AD will then approve the response for the team to implement.
- The team may decide to:
- Initiate a floor or hall meeting
- Notify the Counseling Center
- Notify others to provide assistance, including:
  - MSU Safe Place
  - Resource Center for Persons with Disabilities
  - Judicial Affairs
  - LBGT Resource Center
- Draft a message to hall community/floor community with approval from the director of REHS, associate director of Residence Education or designee
- Determine a plan for post-incident follow-up
- Consider broad responses such as open forums or REHS-wide education/neighborhood education
- Consider restorative practices

**Coordinated Communication Between REHS and OIE**

**Monthly Meetings**
Each month, the Office of Institutional Equity (OIE) and the REHS student behavior and conflict resolution administrator meet to review all incidents referred to OIE during the previous month.

**Service Learning**
Staff from across RHS participated in the fourth annual Taking It to the Streets – Spartan Day of Service. This event involves hundreds of Spartans, most of them our resident assistants, participating in community service at approximately 20 sites around our local community. This day has grown to include a SECOND Day on Nov. 9 when our staff members returned to their sites to reconnect with the community and continue giving back.

**Staffing**
The team in REHS and the MSU Union continue to promote the recruitment, selection, hiring, and retention of a diverse team. Efforts to diversify the staff include reaching out to multiple registered student organizations across campus to market the resident assistant position. In addition to this, during their on-campus visit, members of UAB spoke extensively with the reviewers from the Council for the Advancement of Standards (CAS) about enhancing both diversity of their membership and diversity of their programmatic offerings.

**Examples of partnerships across the university**
MSU UAB hosted the 11th Annual Israeli Film Festival cosponsored by the Asian Studies Center, the Center for Gender in Global Context, the Department of Religious Studies, Mr. Elliot A. Spoon, Greater Lansing Jewish Welfare Federation, Hadassah Lansing, James Madison College, MSU Hillel, and the Residential College in the Arts and Humanities
REHS partnered with the Residential College in the Arts and Humanities to host RCAH Dialogues in Mason-Abbott Halls. The goal of these discussions was to create community through diversity. RCAH Dialogues provided students a space to share their experiences and express concerns about the RCAH community, diversity, and inclusion.

**Spartan Hospitality Group**

**STUDENT SUPPORT SERVICES**

Kellogg Center hosted three special needs students from the East Lansing Community-Based Instruction (CBI) program and Peckham Industries for a five month work experience in our Housekeeping department. This work experience provided the students with an opportunity to learn about real-world work settings and build employment-related skills and values.

**COMMUNITY OUTREACH (PROGRAMS, SERVICES)**

Kellogg Center team members sponsored 10 families for Thanksgiving 2014, providing complete meals for families within the Lansing Area AIDS Network and Lansing Area Christian Network.

Kellogg Center team members provided Christmas gifts for five families being served from the End Violent Encounters (EVE) organization.

Joel Heberlein hosted the “Empty Plate” dinner in May 2015. This event raised $406,555 for the Greater Lansing Food Bank, providing food for those in our local community.

MSU Tennis Facility donated used tennis balls to the Gardener Leadership, Law, and Government Academy for all hearing impaired classes to eliminate noise of chairs moving across floor. This greatly reduced the student’s ear pain and improved their hearing ability. The Tennis facility regularly donates used tennis balls to assisted living homes for use on chairs and walkers.

**Culinary Services**

Culinary Services was recognized as the 2014 Peckham Employer of the Year.

On the requests of students and staff, a new Southwestern/TEX-MEX “SABOR” concept and menu option enhancement were created to provide more authentic meal options for students enrolled in CAMP and HEP.

New recipes and menus from all parts of the world have been developed and added into rotations, including:

   Recipe development from the following regions:
   - Brazil
   - Kosher
• Vietnamese
• Thailand
• Peru
• Korea

Grand Opening of Aker’s renovated Dining Hall “The Edge”
• Tandoori Ovens featuring middle eastern and India food
• The Pit using a smoker and providing southern cooking favorites

Special dinners were hosted by the department, including:
• MLK Dinner
• Arabian Nights Special Dinner
• ‘Nooroz’ special event promoting Persian culture and food
• Chinese New Year Celebration

Culinary Services was presented with the FARE 2015 – Leader in Food Services Award