Fostering Diversity and Inclusion

As harmful racial and diversity rhetoric heightens, Residential and Hospitality Services (RHS) remains committed to providing a safe space for students to achieve academic success through increased university and divisional initiatives and departmental efforts.

Race Diversity and Inclusion Convening Group

In 2016, RHS joined a campus-wide effort to establish a Race Diversity and Inclusion Convening Group that focuses on advancing inclusion and student engagement. This group meets to discuss university-wide diversity challenges and opportunities and create action plans to address the race, diversity and inclusion issues.

Some of the outcomes of this group so far include the launch of Diversity and Inclusion @ MSU eLearning for all first-time incoming students and transfer students. RHS has also partnered with the Offices of Student Affairs and Services, Office for Inclusion and Intercultural Initiatives and the Office of the Associate Provost for Undergraduate Education to create a PowerPoint presentation which describes steps that faculty, units and colleges can use to make their classrooms and activities more inclusive.

Diversity and Inclusion Review

RHS has partnered on a strategic initiative with Infrastructure and Planning and Facilities to create the first RHS Diversity and Inclusion Review. This will examine the division’s policies and practices using the Council for the Advancement of Standards in Higher Education (CAS) and the Baldrige Performance Excellence as guides.

The goals of this review include establishing divisional commitment to inclusiveness, strengthening access and retention initiatives, nurturing a campus climate supportive of all students and staff, determining best practices for diversity and inclusion, establishing goals for diversity and inclusion and incorporating best practices in employee cycle of touch points of recruitment, retention, performance and succession planning. The review will be conducted in early 2017 based on metrics including diversity, equity, leadership, access and retention, campus climate and external engagement.

While the division is establishing a review and continues campus-wide convening, each of the RHS departments continue to collaborate, create and participate in activities that enhance the division’s diverse and inclusive culture.
Training and Development

Human Resources Training and Learning Activities

Six Lunch and Learn lunch sessions focused on the Bias Buster Book series, a journalistic tool to help replace bias and stereotypes with information, were conducted with more than 130 RHS team members in attendance.

Fifty-two RHS managers attended a 15-hour RHS HR Boot Camp. This interactive class helps managers understand their role in implementing effective human resource management practices and policies, understanding employment laws and how they impact daily work, and creating a fair, equitable and inclusive workspace.

Nine RHS leaders attended a two-day racial literacy workshop sponsored by the Office for Inclusion and Intercultural Initiatives and conducted by nationally recognized racial literacy expert Howard Stevenson.

More than 850 RHS employees attended Implicit Bias Training presented by the Office for Inclusion and Intercultural Initiatives. This class is the first of a two-part series addressing implicit bias, micro-aggressions and creating an inclusive workplace.

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Bias Reporting Protocol Review

Throughout 2015 and 2016, RHS staff continued to work closely with staff in the Office of Institutional Equity to report bias incidents in RHS. RHS supervisors have been trained on the bias reporting protocol. RHS HR is represented on the University BIAS Incident Task Force, a group that meets weekly to discuss reports of bias in the university community.
Training and Development

**REHS Training Activities**

REHS staff have participated in a number of experiences to enhance our abilities to create inclusive environments. A few of these experiences are listed below:

- To continue conversations that began in fall 2015 Dr. Maura Cullen, International expert and author on diversity, inclusion, and interculturalism and co-founder of the Social Justice Training Institute, was invited back to conduct training for additional team members in fall 2016. These team members included: Residence Education Live in Team Members, ICAs, SCR, NR and Culinary Student Supervisors, HR Interns, Operations Coordinators, Community Support Staff, Neighborhood Housing Specialists and Administrative Clerical Technical Team members.

- Development of monthly Equity Series in collaboration with the Office for Inclusion and Intercultural Initiatives.

- Webinars that discuss addressing the needs of specific identities.

- Residence education all-staff meeting agendas have an inclusion outcome embedded in the agenda based upon the Residential Learning Model outcomes.

- OIE presented and trained at the fall 2016 East Neighborhood Student Facility Supervisor training workshop on reporting protocols and bias.

- OIE training in Brody for all full time facilities team members.

**Culinary Team Training**

All Culinary Services’ full time staff have completed Allergen training. This training enabled staff understand how religious cross contamination occurs with certain products in our units. Starbucks also gave OISS presentations on cultural sensitivity to all student staff.

**Residential Inclusion Plans**

Residence Education and Housing Services has been developing plans to advance efforts in inclusion for the 2016-2017 academic year. These plans include training and development, human resource and enhanced dialogue with staff and students.
Training and Development

REHS Residential Learning Model

In fall 2016, Residence Education and Housing Services implemented the Residential Learning model within the residence halls. Key learning outcomes have been identified to support our missions of creating an inclusive living environment. A few outcomes include: By living in our residence halls, Spartans will explore others’ identities and by living in our residence halls, Spartans will communicate effectively across difference. By living in our residence halls, Spartans will intervene appropriately in instances of bias and by living in our residence halls, Spartan will create positive social change. The Residential Learning Model Team has developed and trained the Resident Assistants on several strategies that will achieve these learning outcomes.

Student Leadership at RHA

In fall 2016, the Residence Halls Association deemed diversity and inclusion as one of the top five goals for RHA this year. They are conducting a diversity workshop for the general assembly. RHA will be continuing the Microaggressions/Macro-Impact campaign again this year to raise awareness. RHA will continue to provide financial support for various campus initiatives, including Spartan Remix and Black Power Rally. In addition, a new roundtable series for the advisor of residential caucus groups has been implemented.

Fifty-two RHS managers attended a 15-hour RHS HR Boot Camp to help create an equitable and inclusive workspace.
Programs & Partnerships

**RHS Employment Office Partnerships**

RHS Employment continues to grow and diversify the student workforce by forming partnerships with many areas across campus: Neighborhood Engagement Centers, Career Services, Office of Admissions, Office of Financial Aid, Lyman Briggs College and Office of International Students & Scholars.

We have initiated a program between the Office of Supportive Services and Residential Dining which provides employment to students from disadvantaged backgrounds as part of OSS’s professional development curriculum. Additional planning discussions have explored opportunities for a similar program with the Office for International Students and Scholars and will be piloted in Spring 2017.

RHS Employment has partnered with Spartan Project SEARCH, a program that provides Ingham Intermediate School District students with developmental and intellectual disabilities internship opportunities on-campus. Ten students will receive support to increase job skills in different areas on campus including residence halls and cafes during the 2016-2017 school year. MSU is one of 12 host sites to begin offering Project SEARCH programs in Michigan. Additional partners for the program include Michigan Rehabilitation Services, the Community Mental Health Authority for Clinton, Eaton and Ingham Counties, Peckham and the Michigan Bureau of Services for Blind Persons.

HR also recruited for on-call positions at both Peckham and the Michigan National Guard.

**Student Group Collaborations with Culinary Services**

In collaboration with MSU Muslim Students’ Association, residential dining worked to reduce the number of food recipes that had trace amounts of alcohol in them by substituting ingredients. This enabled a 50 percent reduction in recipes containing trace amounts of alcohol.

Culinary Services partnered with the Jewish Student Union and the Muslim Student Organization to expand kosher and halal options. Kosher dinner items were added at Holmes Café. Halal items were added at Holmes for lunch and dinner and kosher items were added to the combo exchange at retail locations.

Culinary Services partnered with Muslim Students’ Association to reduce the traces of alcohol in dining hall recipes by 50 percent.
In fall 2016, Residence Education and Housing Services partnered with the Office of International Students and Scholars to enhance our international student arrival plan. We were able to create a centralized campus shuttle system that enhanced the personalized experience for our new international students. The Office of International Students and Scholars scheduled their student volunteers to work alongside our team members to assist with cross cultural communication and answer specific questions students had about their IAOP schedule.

 Kellogg Center Housekeeping department provided job shadow opportunities for four Everett High School students with disabilities to expose them to the hospitality industry and potential job opportunities.
To commemorate the legacy of Martin Luther King Jr., all residential dining halls on campus hosted a special dinner. Additionally, a community scholarship dinner program was held in Hubbard Dining Hall.

Chinese New Year Temple Fair

In partnership with the Chinese Students and Scholars Association, Culinary Services provided authentic Chinese food for a Chinese New Year event that showcased various elements of traditional Chinese culture.

Eid ul Adha Dinner

Culinary Services partnered with the MSU Muslim Students’ Association at The Vista at Shaw Hall to commemorate the end of the Hajj pilgrimage to Mecca.
In January 2016, RHS Human Resources sponsored a conversation in Muslim cultural awareness with Dr. Mohammed Khalil, Director of the MSU Muslim Studies program. Attendees included RHS Leadership and direct reports.

International Center Food Court hosted multiple Town Hall meetings focused on diversity and inclusion conversations and the campus community.

In January 2016, RHS Human Resources sponsored a conversation in Muslim cultural awareness with Dr. Mohammed Khalil, Director of the MSU Muslim Studies program. Attendees included RHS Leadership and direct reports.

Culinary Services welcomed three esteemed Chinese chefs from Beijing Normal University (BNU) to MSU in March 2016. Bao Shijie, chief manager and director of the food-service center, Yang Zhenling, restaurant manager of the food service center and Zhou Jinghua, canteen supervisor of the food-service center and senior pastry technician.

The chefs created special menus and held demonstration events throughout their week-long visit. Three peer-institution colleagues from the University of Northern Colorado flew in to partake in the festivities as well include Hal Brown, director of dining services, Chef Aran Essig and Chef Ian Mickells.
Events at Residential and Hospitality Services

Over the past year, REHS has offered a series of Healing Spaces/Community Dialogues to help facilitate students processing the events of campus and society. These events were hosted in the evening in residence halls and brought in campus partners such as the Black Student Alliance and the Alliance of Queer and Ally Students.

Events with Spartan Hospitality Group

Breslin Center hosted the following diverse and inclusive MSU student events: MSU International Student Welcome Expo and Orientation, Diversity Career Fair and Chinese Spring Gala. The MSU tennis facility also partnered with MSU Men’s Tennis to host MSU adaptive tennis twice a month and Forest Akers was the host facility for the Sparrow Hospital Adaptive Golf Clinic.
Facility Enhancements

REHS Implemented Facilities Enhancements

REHS worked to enhance spaces in our halls that directly impact our students working closely with our partners in Student Affairs on several of the projects:

- Holmes Hall received four fully accessible/ADA residential restrooms were renovated and the LBGT student assembly area received updated furniture.
- Two student assembly areas were renovated along with the G 25 Hubbard Black Student Alliance (BSA) space and G 32 Native American Indigenous Student Organization (NAISO) room.
- G 14 East Neighborhood Caucus room in Akers Hall received new flooring and the room has been painted.
- Vincent Chin Room at Holden Hall has been updated with replacement of furniture, flooring and installation of sump pump.
- CRU Room in Wilson Hall received an update including flooring, furniture, ceiling and lighting replacement.
- The MSU Union completed a renovation over the summer which added some Nursing Mother Rooms on the 1st Floor of the Building near the Quiet Lounge.
- With the opening of three buildings as part of 1855 Place, REHS added 189 beds in an accessible and modern facility for student families.

MSU joined 150 universities in the U.S. by creating gender neutral bathrooms on campus.

Spartan Hospitality Group Gender Neutral Bathroom Designations

Kellogg Center and Breslin Center repurposed a bathroom to provide a gender neutral bathroom option for guests and staff.
Facility Enhancements

Hubbard Hall Black Student Alliance Update Room G 25

Hubbard Hall Native American Indigenous Student Organization Room G 32