Campus Operations Meeting

February 13th, 2024

Western Michigan University

Campus Operations Meeting

Agenda

- Campus Training Opportunities
- FedEx Print Program/Demo
- Cybersecurity
- Travel Updates
- Quick Hits

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Free Education and Training Opportunities

Safety Training Options

- **De-escalation**

- **Active Shooter**

- **Ergonomics Assessment**

- **Fall Protection**

- **Personal Protective Equipment**

- **Proper Lifting Techniques**

- **Slip and Fall Prevention**

- **Personal Safety Practices**

- **Specific Equipment Training**

- **Lock Out Tag Out**

HR Training Options

- **Diversity, Equity and Inclusion**

- **Employee Harassment**

- **Discrimination**

- **Interviewing Skills**

- **Performance Assessment Skills**

- **Stress Management**

- **Business Ethics**

HR Training Options

- **Reasonable Cause Training**

- **Employment Termination**

- **Conflict Resolution**

- **Motivating Employees**

- **Coaching for Employee Performance**

- **Team Building**

- **Employment Law101**

- **Managing a Multi-Generational Workforce**

- **Retention and Turnover**

Mark Bergsma
BHS Insurance
Grandville, MI

FedEx Portal
Print Program/Demo

Western MI University

Campus Operations Meeting

February 13, 2024

Where now meets next
At FedEx, we're always in motion, moving toward a future that's increasingly digital.

Agenda

1. Introductions/Welcome

2. FedEx Office / WMU Corporate Account Program Overview

3. WMU / FedEx Office Online Print Portal Walkthrough

4. Next Steps Discussion

66 Our customers love the speed, agility and flexibility of our network. 99

— Mike Preston, VP of FedEx Office Network Planning and Operations

Need to print? You're covered.

COLORS THAT POP

Print services and products include:

- Copies and Prints
- Manuals, Brochures, Flyers and Presentations
- Direct mail and Postcards
- Signs, Banners and Posters
- Binding and Finishing
- Window clings and Surface graphics
- Custom printed boxes
- Promotional items
- Kitting and Fulfilment
- Digital and high-volume offset printing
- Sign & Graphic Installation Services

Commercial Print Facilities:

- 19 Digitally connected, Closed Door Production Centers with 24x7 Operations
- Grand-format printing on a wide variety of materials with multiple finishing options
- Commercial offset and digital offset printing capabilities including full-color and high-volume printing
- Document Services. Large volume printing, binding and finishing for manuals, presentations, training materials

Corporate Print Solutions

FedEx Office is your competitive advantage

Get the most from a corporate discount program!

Everyone at **Western Michigan University** can access FedEx Office quality and expertise for the printing services you use. **Special corporate rates** apply to a wide range of printing and shipping services and products.

Make your job easier with flexible access.

24/7 ordering
so you can manage printing online anytime, anywhere. Store, share and print documents online, on your schedule.

Free delivery
within a 30-mile radius of production location.

Corporate Print Solutions

We're there, no matter where you are.

2,100+ points of access
make it easy to access personalized service and state-of-the-art print and copy capabilities, as well as shipping and more.
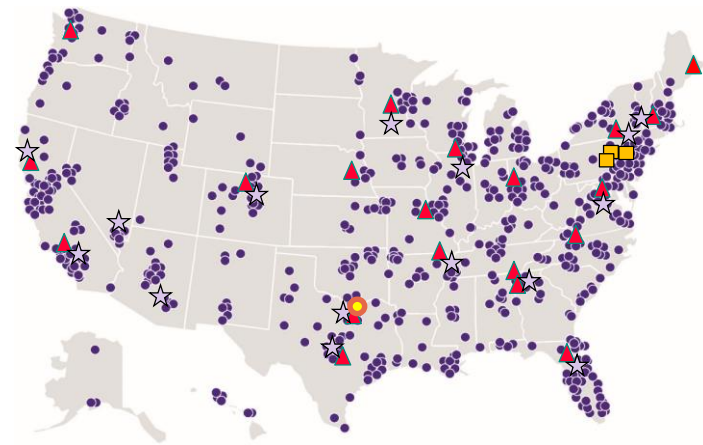
● Print & Ship Centers
▲ Print Production Centers
☆ Signs & Graphics Production Centers
■ Offset Printing
⬤ National Fulfillment Center

WMU Corporate Account Program Highlights

Corporate Print Program Key Benefits:

- Free on-campus delivery for WMU (via FedEx Office Van)

- National Program – Use at any FedEx Office nationwide

- Dedicated Account Team for WMU to assist with custom project quotes, complex solution design, billing,

- Increase speed to market – projects completed in days vs. weeks!

- Nationwide, digitally connected print network providing consistent branding and quality

- **Online WMU Print Portal that links to your negotiated rates**

- Customized Bids for larger volume/complex projects
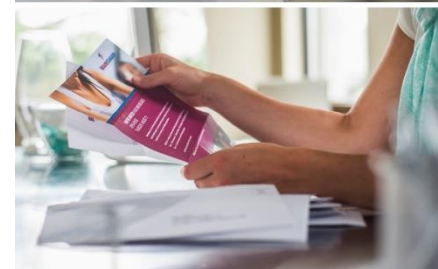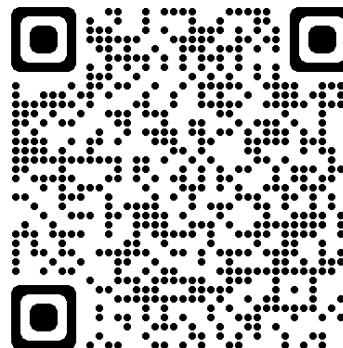
Fast, easy online ordering
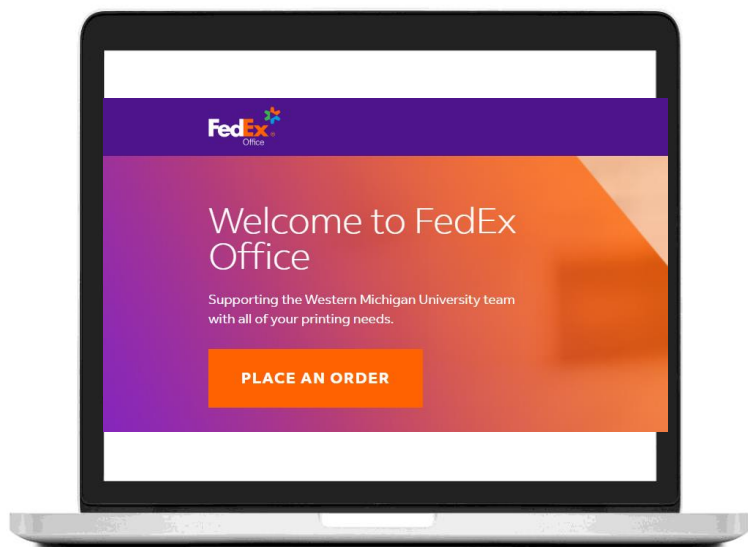
Contact the WMU FedEx Office Team to request a demo and learn more about placing orders using our online site!
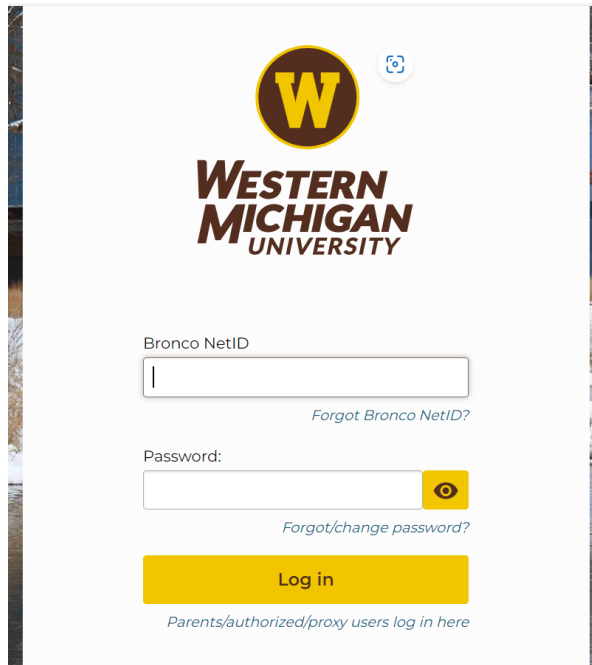
WMU's online ordering site makes it easy to create, produce, and distribute printed communication materials such as flyers, posters, banners, manuals, forms, brochures, direct mail projects, as well other custom printing needs.

WMU Corp. Print Program Portal – Scan this QR Code

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WMU Online Print Portal – Single Sign On (SSO)

Login

Placing Orders using the WMU / FedEx office Print Online Site

1. From the home screen – Select the orange " Place an order Now" Button
2. Enter you Bronco NetID & Password to Login

WMU Print Portal / Print on Demand Walkthrough

Corporate Print Solutions

Dedicated Account Support

If you need help with Business related questions: *(Billing, New Account requests, complex solution requests)*

Patricia (Pat) White

Regional Account Manager

1.616.206.9232

Patricia.white2@fedex.com

If you need help with custom print project quotes, project management, Print Online Ordering site Demo's

Erin Koppers

Regional Solutions Consultant

1.269.330.9548

Erin.koppers@fedex.com

FedEx Office *Store's supporting WMU*

- *#0410 (Across from Kanley Track)*
- *#2921 – Inside WMU Student Center*

Marsha Knox-Crump

Store Manager

1550 W. Michigan Ave. Kalamazoo, MI 49006

marsha.knox-crump@fedex.com

Store Email: usa0410@fedex.com

1.269.342.5700

If you need help with eCommerce Print Online Site Support/New User Activation

Christi Menzie

Sr. Customer Technology Consultant

1.517.763.9682

Christi.Menzie@fedex.com

We're looking forward to continuing to grow together

▸ We're excited to build upon our successes and explore new opportunities with WMU throughout 2024

Thank you for your continued business.

Patricia White
Regional Account Executive
Patricia.white2@fedex.com
616.206.9232

Thank You

Cybersecurity

Welcome

WMU IT and Cybersecurity Initiatives

Campus Operations Meeting

February 2024

Charles Norton

Security & Privacy Officer

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IT Strategy

Goal 1: Strengthen the Information Technology Foundation that Empowers Academics, Research, and Institutional Administration

Goal 2: Enable the Advancement of the WMU Mission Through the Delivery of Contemporary and Sustainable IT Services

Goal 3: Provide Outstanding Customer Service and Support to All Constituents

IT Task Force

Conduct an analysis using internal and external experts, relevant and available data points, and best practices to form and provide recommendations to senior leadership on the following:

- The organizational alignment of IT and IT resources required to effectively fulfill the institutional mission, and position WMU for maximum adaptability and competitiveness.

- **The implementation of security controls as well as the creation and revision of security- related practices and policies.**

- Establishing a sustainable, secure, and best practices-based network infrastructure.

IT Task Force

Conduct an analysis using internal and external experts, relevant and available data points, and best practices to form and provide recommendations to senior leadership on the following:

- Creation of a centralized procurement and device deployment program for faculty, staff, and instructional environments.

- **Develop base-level expectations and service delivery for WMU user groups for core IT toolsets such as storage tiers,** telephony, and email.

- **Alignment of business strategy with IT strategy through governance and advisory structures.**

Cybersecurity Roadmap – Culture Shift

The most important component of a healthy security posture is a strong organizational culture around security and risk management. Across the University, every member of the Bronco team must do their part to be good stewards of the data entrusted to us. To that end, we will:

- Build security into everything we do.
- Strive to be more proactive rather than reactive.
- Work collaboratively across the organization to balance the mission against the risk.

Cybersecurity Roadmap – Process Review

Change is the only constant. The more the WMU community embraces this idea, the more this University will thrive. To align with industry best practices, we must work together to evaluate and improve our processes.

- Think not only of *what we do,* but *why* and *how* we do it.
- Consider past practices and their relevance in today's operational and threat landscapes.
- Be open to new ideas and new ways of achieving the University's mission.

Cybersecurity Roadmap – Unified Systems

Unity is strength, division is weakness. As an organization we will continue to strive towards system unification, building foundational tools that benefit all and provide a single point of truth. ***We are all in this together.***

- Asset management
- Documentation management
- Credential management
- Identity and Access management

Cybersecurity Roadmap – *Your* Team

The Security & Privacy team is *your* Security & Privacy team. Consider us a resource for all your security needs. We are here to empower and support you every day.

- Be empowered, be *proactive*!
- Supporting decisions
- If you see something, say something

S&P Team Mission:
To be a trusted, strategic business partner that fosters, enables, and supports a collaborative security culture across the organization.

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Security is a team effort.

Thank You!

Questions to oit-security@wmich.edu

Get involved at https://wmich.edu/it/cybersecurity-summit

Travel Updates

Travel Process and Partner

- Collegiate Travel Planners (CTP)

- One Level Approval

- Digital Reimbursement Capabilities

- Training Videos and Information on the Travel Website

- Questions ?

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Other Travel Updates

- The Hertz Car Rental office located on Stadium Drive is closed

  - Airport Location

  - Campus Vehicle Delivery to Lot 95

  - Reservations - Must Include campus email address, TA number and/or Fund and

  - Enterprise update

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Quick Hits

Upcoming Meeting Dates

Invites to follow

May 14, 2024

September 10 , 2024

November 12 2024

February 11, 2025