

# Operations Teams Update

August 2023



**Maureen Coerd**  
Chief Operating Officer

It's hard to believe that August is already upon us, and summer is quickly nearing its end. I hope you've enjoyed the season and had an opportunity to spend time relaxing and rejuvenating with family, friends and loved ones.

As we begin to ramp up for all things fall – football games, changing colors and, of course, the beginning of the new term – I wanted to make you aware of some of the ways the UMSN Operations Teams are available to support you during this busy time. From direct, hands-on assistance to behind-the-scenes resources, I invite you to reach out and connect with us.

**Here's to a great fall term! Go Blue!**

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## Human Resources

The Office of Human Resources is available to provide assistance and consultation on a full spectrum of workforce needs and issues, including recruitment, hiring, onboarding, performance evaluations, employee and labor relations, compensation, and compliance.

In April 2023, UMSN welcomed Jeff Schulte to the team as director of human resources. Jeff has more than 25 years' experience in human resources, primarily in the health care industry. To connect with Jeff and the UMSN Human Resources Team, please e-mail [umsn-hr-office@umich.edu](mailto:umsn-hr-office@umich.edu).



**Jeff Schulte**  
Director of Human Resources

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## Communications

The Communications Office is UMSN's "one-stop" resource for comprehensive and integrated communications consultation and support. Whether you're looking to raise awareness of your program, promote an event or initiative, or spread the word about a research study or professional accomplishment, the Communications Team can help.

Chris McKean joined UMSN in July 2023 as director of communications. Chris brings more than 25 years' experience in health care marketing communications, specifically in hospital and academic medical center settings, to the team. To connect with Chris and the UMSN Communications Team, please e-mail [umsn-comm@umich.edu](mailto:umsn-comm@umich.edu).



**Chris McKean**  
Director of Communications

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## Faculty Support

The UMSN Faculty Support Team is available to provide administrative support to faculty members for non-research needs, including document formatting, Qualtrics survey creation, textbook orders, Doodle polls for meeting scheduling, Canvas site support, updating of faculty CVs, and conference room reservations. To request assistance, please e-mail [umsn-facultyadminsUPPORT@umich.edu](mailto:umsn-facultyadminsUPPORT@umich.edu).



## Tech Support

Information about the tools that are supported by UMSN-IT and ITS can be found on the [Teaching & Learning Tools Self Help web page](#).

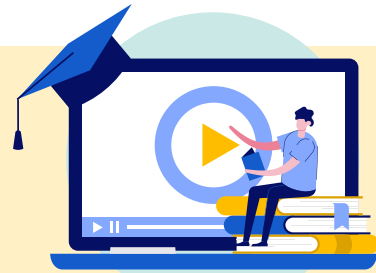
If you need technical support, please contact UMSN IT at 734-764-6300 or [nursing-help@umich.edu](mailto:nursing-help@umich.edu)

## Digital Education

The UMSN Digital Education Team is available to support you as you begin the new academic year. Here are a few curated resources to help you find the “back to class” assistance you need.

### Teaching & Learning Tool Guides

[Instructor guides are available](#) to help you prepare for the upcoming fall term. Our collection includes Canvas, Google Workspace, Kaltura Capture, Perusall, Poll Everywhere, Respondus LockDown Browser & Monitor, and more.



### Q&A

In addition to collaborating with faculty to design and develop new courses, the Instructional Design Team fields a wide range of questions related to preparing Canvas courses for student enrollment.

Check out the following [Q&As](#), including links to instructional guides, to help get you going.

- [How do I reuse content in a new course?](#)
- [How do I make groups in my Canvas course?](#)
- [How do I get started with Respondus LockDown Browser \(RLB\)?](#)

### Need Help?

If you have questions about Canvas or one of the UMSN teaching and learning tools, the Instructional Design Team is available to provide direct support.

#### Quick Consultations

Our seasoned instructional designers are available for private 45-minute scheduled sessions. [Book a consultation here.](#)

#### Virtual Public Drop-in Sessions

Our instructional designers are providing public drop-in assistance via Zoom beginning Aug. 21. [Please click here for more information.](#)

