

# Where to get help in solving problems

- Employees in the NSCL and FRIB have resources that they can use to suggest improvements for the laboratory and to help solve problems encountered in our workplace.
- The Employee Concern Program provides employees a venue to escalate their concerns, without fear of retribution, to senior management on issues affecting the well-being and integrity of the laboratory and its staff. If desired, these concerns can be expressed anonymously. To communicate concerns, go to Intra Enterprise, and find the Employee Concerns link under “Safety and Quality”.
- Problems with laboratory computers and the laboratory computer and network system should be reported by email to: [Helpme@nscl.msu.edu](mailto:Helpme@nscl.msu.edu).
- Technical problems with laboratory equipment should be reported using the Trouble Report Systems, found at Intra Enterprise under “Safety and Quality”. (If your problems can be solved by the computer Helpme system, please use the Helpme system.)
- Problems regarding office environments such as temperatures, furniture issues, light replacements... should be reported to: [facilities@nscl.msu.edu](mailto:facilities@nscl.msu.edu).
- Sexual, racial, religious and other forms of harassment should be reported Megan Vanderveen (908-7152) or to Amanda Garcia-Williams (353-3922) and other personnel at the MSU Office for Inclusion and Intercultural Initiatives (OIII).



Previous Monthly Awareness Slides can be found at:  
<https://groups.nscl.msu.edu/DAC/slides.php>

