

Spring 2019

FSS *Essentials*



FSS VISION:

*Outstanding Support
and Service: Making a
Difference at Texas State*

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LETTER FROM THE VICE PRESIDENT



Texas State University participated in the Chronicle of Higher Education's "Great Places to Work" survey last year for the first time in many years. Although our survey results were mostly positive, we did not score high enough to be recognized as one of the best places to work in higher education across the country. When I see national polls and surveys like this that come out from time to time, I often wonder what makes certain places a "great place to work."

The criteria used in one survey to the next often varies, but there do seem to be several topics that recur time and time again. Many of those recurring criteria will come as no surprise. They include things like pay, benefits, time off, services available to employees, and workplace location.

While there is a lot to be said about each of the criteria listed above, I want to focus here on the more nebulous concept of organizational, or shared, culture. The notion of culture frequently shows up in these surveys but is rarely well-defined or explained. Even the Society for Human Resources Management, an organization

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DATES TO REMEMBER

April

- April 1
 - April Fools' Day
- April 2
 - World Autism Awareness Day
- April 5
 - Walk to Work Day
- April 6
 - International Sport Day
- April 7
 - United Nations' World Health Day
- April 13
 - Thomas Jefferson's Birthday
- April 14
 - Palm Sunday
- April 15
 - Tax Day
- April 18
 - Maundy Thursday
- April 19
 - Good Friday
- April 20
 - Passover (First Day)

- April 21
 - Easter Sunday
 - San Jacinto Day (Texas)
- April 22
 - Easter Monday
 - Earth Day
- April 24
 - Administrative Professionals Day
- April 25
 - Take our Daughters and Sons to Work Day
- April 26
 - FSS Employee Appreciation Picnic
- April 27
 - Last Day of Passover
- April 28
 - World Day for Safety and Health at Work
- April 30
 - International Jazz Day

May

- May 2
 - National Day of Prayer
- May 4
 - Star Wars Day

- May 5
 - Cinco de Mayo
- May 11
 - Eat What You Want Day
- May 12
 - Mother's Day
- May 15
 - International Day of Families
 - Peace Officers Memorial Day
- May 16-18
 - Texas State Commencement
- May 18
 - Armed Forces Day
- May 21
 - World Day for Cultural Diversity
- May 22
 - National Maritime Day
- May 25
 - National Missing Children's Day
- May 27
 - Memorial Day (Texas State Holiday)

June

- June 1
 - Global Day of Parents
- June 2
 - Cancer Survivors Day
- June 3
 - First Day of Summer 1 Classes (Texas State)
- June 6
 - D-Day
- June 14
 - Army Birthday
 - Flag Day
- June 16
 - Father's Day
- June 19
 - Emancipation Day (Texas)
- June 20
 - World Refugee Day
- June 21
 - First Day of Summer
- June 23
 - Public Service Day
- June 30
 - International Asteroid Day

AND THE WINNERS ARE...

January 2019 FSS Quarterly Team



Eric Algoe, Mike Krouse, Ron Humphrey, Edgar Brandon, Kurtis Crockett, Hector Vasquez, Bryan Brassell, Jason Gutierrez, William Butler, James Norton, Steve Volk, Mario Molina, and Roy Eastwood. Not Pictured: Neil Bascos, Wallace Jorgensen, Dennis Pennings, Carl Teague, Hilario Villarreal and Rodolfo Zelaya.

VPFSS BROWN BAG

Have an idea... a question... a concern? Eric Algoe will visit offices for his monthly Brown Bag sessions on the following dates:

Friday, April 19
Facilities Planning
Design & Construction
 12:00 p.m. - 1:00 p.m.

Thursday, May 30
FSSP/Transportation
Services
 12:00 p.m. - 1:00 p.m.

Wednesday, June 19
University Police
Department
 11:30 a.m. - 12:30 p.m.

SPOTLIGHT ON HUMAN RESOURCES

The Office of Human Resources is riding a wave of change and opportunity, which brings new goals, major projects and exciting challenges. One of these changes include the recent celebrations of the retirements of several long-time team members, including Jeff Lund, Marsha Moore, Bobbie Brandenburg, and Margie Cameron. We also celebrated the promotion and reclassification of existing team members into new roles and the hiring of new teammates.

Coupled with these staff changes include the advancement of big projects. In the last edition of HR's spotlight article for the FSS Newsletter, Vice President of the division, Eric Algae, mentioned the pursuit of some major HR goals tied to an ambitious agenda. Here's a look at goals and major projects for each of our core areas that are currently underway.



Benefits

The Benefits team led by Heather Houston is collaborating with IT to develop a Total Compensation Statement in SAP Employee Self-Service to provide employees an illustration of the dollar value of their benefits in addition to salary. This tool will provide a breakdown of the many components, the dollar value of each, and calculate benefits as a percentage of the total pay package.

Additionally, an Exit Interview project team is evaluating and developing a more comprehensive process to collect information on why employees choose to leave Texas State. This data collection and analysis will help management identify trends and potential solutions for retaining top talent.

Compensation

The Compensation team led by Blake Bissing, is currently working on the job title consolidation project - a positive new direction for staff classification for the University and staff employees. The project will:

- Facilitate implementation of the Job Profile Builder software application to further streamline our performance management system
- Improve the staff pay plan classification system and pay plan structure
- Allow for better targeted and accurate labor market comparison studies
- Result in implementation of a more accurate credentialing system which will improve the accuracy and quality of our employment system

Development and Communications

A first for the Office of Human Resources was the merge between two teams: Communication and Professional Development, now led by Vanessa Salazar. The organizational restructure creates many new opportunities, including rebranding of the area and streamlining the way courses and other learning opportunities are promoted, including a new semester course catalog and monthly emails announcing upcoming learning and training opportunities.

Other goals for the team include:

- Reorganizing the current learning categories
- Providing holistic training and learning opportunities that focus on enhancing competencies tied to performance management
- Exploring how to provide web-based training and streaming capabilities through Zoom.

Employment

Under the direction of LynnAnn Brewer, Employment is transitioning toward a more proactive and consultative approach to talent acquisition. To support moving in this new direction, HR Employment team members have obtained their Professional Recruiter Certifications.

HR Employment is currently collaborating with university partners on projects such as the PeopleAdmin data integration and NetID Release project. The mission of this project is to improve the new employee onboarding process and simplify communication between the two

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MEET OUR NEW TEAM

Laurie Clouse

Chief of Police
University Police Department

Chief Clouse originally hails from Wichita Falls, TX, and comes to us from University of North Texas Health Science Center in Fort Worth. She and her husband Jason have a blended family of six. Four boys and two girls, ranging in age from 15 to 23. Her husband works as a special education teacher and coach. She is a first-generation college graduate and was an early childhood educator before going into law enforcement. Chief Clouse enjoys working out and running; she spends a lot of time watching her youngest son compete in track meets. Welcome, Chief Clouse!



Matthew Conner

Guard
University Police Department

Welcome to Matthew, an Austinite that joins us after freelancing in the audio/visual and video industry. He is an avid gamer, he enjoys Dungeons & Dragons, card gaming and enjoying a good book at local coffee houses. Welcome to Texas State!



Deborah De La Cruz

Administrative Assistant III
Facilities Operations

A return welcome to Deborah De La Cruz. Debbie worked at the university in the Human Resources department from 2013 to 2017, left to work for Procure, and has now returned as the Administrative Assistant III in Facilities Operations. Debbie and Ernie have been married for 18 years and have three children – Derek (19), Katarina (17) and Kasandra (14). She enjoys spending time with her family, and watching baseball and soccer. She is so glad to be back at Texas State!



Shari Ferguson

Administrative Assistant II
Facilities Operations

Welcome Shari Ferguson, newest employee in Facilities Operations' Ingress Management Services department. Shari comes to us most recently from Maryland, but is originally a Texas girl from Dallas. While in Maryland, she worked for the Maryland Judiciary Internal Affairs Division in their Internal Audit Department. She and her husband Duane have been married since June 2018. She has a son, Brendan, who is a sophomore at Embry Riddle Aeronautic University and a daughter, Paige, who is a high school senior. Her biggest hobby is kayaking, but she also loves photography and spending time with her family and friends.



Alexandro Garza

Electrician II
Facilities Operations

Welcome Alexandro "Alex" Garza as Electrician II in Facilities Operations. Alex is originally from Dripping Springs and previously worked at Schmidt Electric, Russell Jones Electric, and Dripping Springs Mechanical. He is the youngest of nine children! He loves to read, watch college sports and watch events in which his nieces and nephews are participating. He likes hunting and enjoys traveling within the state of Texas, mostly to the Rio Grande Valley.



Sam Heimbach

HR Communications Representative
Human Resources

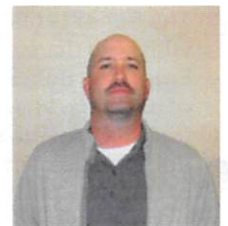
Sam is happily returning to Texas State. She previously served as a career advisor for the College of Fine Arts and Communication, and has worked in PR and communications in Austin and Los Angeles. She loves spending time with her husband Grant, their toddler Will, and their very spoiled (but adorable) dog, Avery. She also enjoys the outdoors, red wine, and reading, so please send book suggestions her way.



Jeffrey Leigh Pendleton

Supervisor, Security and Access
Facilities Operations

Welcome Jeff Pendleton, IMS Supervisor in Facilities Operations. Jeff is from the San Marcos area and previously worked for Hays CISD. He and his wife Kristin enjoy kayaking, fishing, camping and music.



Keith Andrew Renault II

Facilities Operations
Electrician II

Welcome Keith Renault II, our newest Electrician II in Facilities Operations. He previously worked at Grumbles Electric. He has two brothers, Brandon Bennett and Eric Renault. His mother is Laura Bennett and father is Keith Renault I. Keith enjoys the outdoors and fishing with his cousins.



Stephen Sanders

Scientific Instrument Tech
Facilities Operations

Welcome Stephen Sanders, Scientific Instrument Technician in Facilities Operations. Stephen is from Austin and comes to us from the University of Texas Aerospace Engineering, and prior to that was in the U.S. Navy. He



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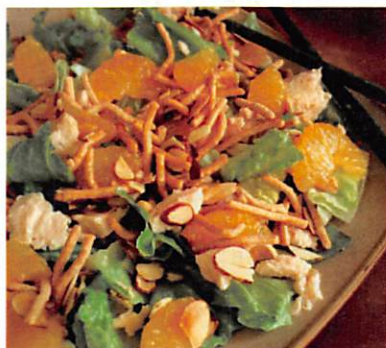
CATS COOKING

Prep/Cook Time: 30 minutes

Yield: 4 servings

Ingredients

- 1 pound boneless skinless chicken breasts, cut into 1/2-inch cubes
- 1/2 cup of water
- 1/3 cup of vinegar
- 3 tablespoons brown sugar
- 3 tablespoons vegetable oil, divided
- 1 tablespoon soy sauce
- 1/3 cup of mayonnaise
- 2 tablespoons honey
- 2 tablespoons lemon juice
- 2 teaspoons minced parsley
- 2 teaspoons ground mustard
- 1/4 teaspoon dried minced onion
- 1 package ready-to-serve salad or 4 cups torn lettuce
- 1 can (11 ounces) mandarin oranges, drained
- 1 cup chow mein noodles
- 1 green onion, sliced
- 2 tablespoons sliced almonds



Mandarin Chicken Salad

Directions

In a skillet, combine chicken, water, vinegar, brown sugar, 1 tablespoon oil, and soy sauce.

Cook and stir over medium heat for 15-20 minutes or until chicken is tender and liquid has evaporated.

For dressing, whisk mayonnaise, honey, lemon juice, parsley, mustard, onion and remaining oil until blended.

Arrange salad greens on plate/platter, top with oranges, chow mein noodles, and chicken mixture.

Sprinkle with green onion and almonds. Serve with dressing.

Do you have an amazing recipe you would like to share? The FSS Newsletter committee would love to hear from you! Send your recipe and any pictures to VPFSS@txstate.edu for a chance to be included.

FSS DIVERSITY

Early in 2018, Starbucks experienced an incredibly difficult situation at one of its many stores. The incident challenged the company's image that speaks to equity, sensitivity and cultural awareness. Always at the forefront on many social issues, Starbucks' response would be critical to its future.

Taking responsibility, Starbucks aggressively addressed the situation on many levels. One aspect of the response was to temporarily close stores and conduct training to address racism and racial bias. While it is unlikely that one afternoon of training would have a meaningful impact, the company's commitment to change was evident and important.

We should take note of the decisive response but also the importance placed on diversity training. It should be a critical part of any company's strategic plan. The training promotes inclusivity and battles discrimination, ensuring safety and comfort. It demonstrates that a company values equitable and ethical business practices and will not tolerate anything less.

While many employees underestimate the significance of the training until they have been educated on the subject,

it plays an important role in keeping diversity issues and concerns at the forefront. It increases cultural awareness, knowledge and communication, promotes inclusion and teamwork. More so, it demonstrates a commitment to equality. Like certification for professionals, diversity programs should mimic the essential ongoing, continuing education requirements.

Changing demographics and a difficult social climate have made addressing diversity more important than ever. Understanding and meeting the needs of an increasingly diverse population is dependent upon the ability to foster an inclusive culture in which diverse voices are valued and respected. The opportunity to address diversity is no longer simply a question of social and moral responsibility, but also a matter of achieving excellence and gaining a competitive advantage. It is a win/win situation for the organization.

As members of an institution of higher education, we should model the behavior and process, like pledging to support diversity training. It is important to demonstrate our commitment to equality and tolerance. We should seek every opportunity to promote diversity and understanding through continued education improvement.

SPOTLIGHT ON HUMAN RESOURCES

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widely used systems, PeopleAdmin and SAP.

Employee Relations

The Employee Relations (ER) team led by Tammy Coyle is currently working on digitizing the Employee Relation files to become a paperless section. This project will give the team the ability to review all files electronically. The team is currently in the beginning stages of this project and will update campus as they near completion.

The ER team will also be collaborating with the HR Compensation team and the Information Technology team to facilitate the implementation of the Job Profile Builder software application, coming soon!

Master Data Center

The HR Master Data Center led by Katie Bonner is responsible for maintaining the organizational structure of jobs and positions in addition to reviewing and processing thousands of personnel actions each year. These moving parts are the core of SAP HR to connect other processes and systems such as employment, performance management, training and development, required credentials, time and attendance, benefits and payroll.

Work Life

The Work Life program led by Rose Treviño, continues their work toward connecting employees to benefits, family-friendly policies, and programs offered through the University such as our: employee assistance program, Bobcat Balance; Mother Friendly Worksite program; employee wellness program, WellCats; and Employee Discount Program. Together, these services and others enable employees to achieve and maintain a better work life balance and support their overall well-being.

In sum, it's an exciting time for Human Resources. Be on the lookout for more news and updates in the HR Bulletin and HR website.

MEET OUR NEW TEAM

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has been married to Leslie for 24 years and they have two sons, Dakota and Stephen, Jr. He loves fishing, leather work and gaming.

Sammy Sanchez

Guard
University Police Department

Born and raised in San Marcos, Sammy comes to us from the HEB Warehouse and is a "down to earth and super relaxed person." Sammy enjoys basketball, boxing, and music. Welcome to the Bobcat Family!



Clayton Stone

Guard
University Police Department

Welcome to Clayton, who is joining the Bobcat family from Discount Tires. He is a native of Georgetown, TX and a member of the Army Reserves. He loves muscle cars, competitive gaming and learning new things. Welcome, Clayton!



Amanda Watts

Administrative Assistant II
Student Business Services & Bursars

Amanda comes to us from Austin, TX. Welcome to Student Business Services & Bursars, Amanda!



Briana Young

Guard
University Police Department

Born in San Angelo and a resident of New Braunfels, Briana joins us from HEB. She has enjoyed working as a camp counselor, has two dogs and plays softball. She is always up for a new adventure, be it the batting cages, gun range, or shopping. Welcome, Briana!



Kelly Dunn

Sr. Administrative Assistant
Human Resources

Kelly is a recent transfer from the Dean's Office of the College of Health Professions, she is a great new addition to the Human Resources team! She is a native Texan who grew up in a large, loving, loud family (six brothers and one sister) and has two wonderful children, Courtney and Michael. She loves the outdoors, traveling, reading baking, and has never met a dog she didn't like!

Sean McGowan

Locksmith
Facilities Operations

Welcome to Sean McGowan, recently hired as a Locksmith in Facilities Operations' Ingress Management Services department. Sean comes to us from Burlington, Vermont where he worked at the University of Vermont, and other lock shops in Vermont, Colorado, and Massachusetts. He moved here with his fiancé, Laine, and their dog. In his spare time, he enjoys rebuilding his 1974 Land Cruiser.

OFF THE CLOCK

Tracy Ryan

Senior Budget Analyst, Budget Office

The question was asked, "How did you get started beading and making jewelry?" Well, in 2008 my 12-year-old son went to a boy scout camp where he purchased a hemp macramé necklace. He came home excited and determined to learn to make these necklaces and sell them. So, off we went to buy a book on how to macramé and some basic supplies. That summer we traveled to Colorado for a wedding and ended up in a really cool bead shop with thousands of beads. I went a little crazy and bought loads. My son did end up making some anklets and sold them to all at the wedding. He made about 100 bucks! Once we got home, he was over the whole enterprise and I was stuck with a whole bunch of beads. I have always had a crafty side, so I decided to start making earrings. Then I called up the organizer of a benefit called the Dam Chili Cook-off and asked if I could try to sell some of my earrings. My buddy told me to come on down and try it out. I sold a bunch, got great feedback on my designs, and donated all my proceeds to the charity that year. At that point, I was hooked, and TR Creative Design was in business. I set up my DBA with the state and started making product in earnest. The timing happened to coincide with the beginning of the Saturday San Marcos Farmer's Market so I went down and asked what it would take to sell my earrings at market. I've been beading and selling at both places ever since.



I primarily make earrings, anklets, eyeglass holders, and bracelets out of bead components that I buy all over the place. I'm self-taught and get ideas from anywhere and everywhere. I'm always inspecting everyone's earrings for ideas to replicate. I love to go to bead shows and see all the different beads, although this is dangerous for me because I usually spend too much money. The purchasing of beads is just as addictive as the creative process in making new designs. I now have a whole room in my house dedicated to my business and spend many hours in there making jewelry.



You can find me most Saturdays at the San Marcos Farmer's Market on the Square. The market has been open for about 10 years and I joined and started selling my jewelry there the 1st year it opened. It's a great market with live music, friendly folks, fresh fruits and veggies, grass-fed beef, many other organic homemade products, and, of course, my jewelry! We are open from 9:00 A.M. -1:00 P.M. every weekend all year long. Hint: I don't go if it's really nasty weather or cold, but the farmers do! To find out more about the market please check out the Webpage: <http://sanmarcosfarmersmarket.com> and the Facebook page: <https://www.facebook.com/pg/smtxfarmersmarket>.

The Dam Chili Cook-Off is my other primary outlet for selling my jewelry. I have been selling there since 2008 and have a loyal following who wait all year to purchase my earrings. I still give a portion of my proceeds to the charity each year.



The Dam Chili Cook-Off is the primary fundraiser for the San Marcos Youth Service Bureau (YSB) in San Marcos. YSB is a non-profit whose mission is to provide a safe environment for after-school and summer care for at-risk youth. To learn more about YSB please visit their website: <http://ysb.org>. The cook-off is a very family friendly event with about 40 cooks, lots of good chili, and live music all day long. It's on the beautiful San Marcos River in Martindale and is held every Fall. You can find information about the cook-off here <https://www.facebook.com/Dam-Chili-Cookoff-143371155711517>.

So that's my story. Come see me at market or the cook-off. Both are great fun, and I would love to show you my jewelry.

OFF THE CLOCK is a section in the newsletter that showcases an interesting fact about a staff member in the FSS division. Did you publish a book, do you have a hidden talent, do you have a unique collection, or do you have an interesting hobby (just to name a few suggestions)?

We welcome any information you would like to share in the newsletter!

LETTER FROM THE VICE PRESIDENT

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possibly more qualified to speak about organizational culture than any other, says, "Culture is a nebulous concept and is often an undefined aspect of an organization. Although extensive academic literature exists relating to the topic of organizational culture, there is no generally accepted definition of culture." In spite of the fact that culture is ill-defined, most employees recognize that is a, if not the, essential ingredient in determining your feeling of fit and overall happiness with your job. Another widely held belief with regards to culture is that organizational leaders need to play a major role in creating and sustaining the culture. Therefore, in order to be a positive force for ensuring Texas State has a healthy shared culture, I felt the need to come up with my own meaning of the phrase.

For me, our shared culture has at its core the shared values that we write down and reiterate in ceremonies and celebrations throughout the year. Although we may not always live up to our beliefs, I feel strongly that we must continue to lift them up in order to challenge ourselves to be better. Our shared values include, though are not limited to: valuing a diversity of people; valuing inclusiveness; valuing a sense of community; valuing honesty, integrity, compassion, fairness, and respect; valuing dialogue; and valuing the free exchange of ideas.

While our shared values serve as one leg of the stool that is our shared culture, that stool needs two other legs to stand. I believe the other two legs are our mission, and our commitment to communications and transparency.

Unlike a for-profit company, Texas State is not here to make money. Rather, our highest goal is to serve our mission, which is, "Texas State University is a doctoral-granting, student-centered institution dedicated to excellence and innovation in teaching, research, including creative expression, and service. The University strives to create new knowledge, to embrace a diversity of people and ideas, to foster cultural and economic development, and to prepare its graduates to participate fully and freely as citizens of Texas, the nation, and the world."

Sometimes mission statements try to say too much and, in the process, lose their ability to influence organizational culture and to impact day-to-day decision making. For that reason, I tend to simplify our mission when I think of it into two basic ideas: we aspire to make the world, and our particular corner of it, a better place; and, we focus on the creation and dissemination of knowledge. I am constantly thinking of those two basic concepts when I approach decision-making and how those decisions can impact our culture.

I believe the third leg of the stool of our shared culture, as mentioned earlier, is our commitment to communications and transparency. In the interest of our valuation of honesty and our desire for clear communications and transparency, I must clearly state that I often fall short on this point. Despite Herculean efforts and the best of intentions, there always seems to be a message that never reaches its intended audience; we are often far too slow in communicating about timely issues; we sometimes fall victim to pressures to not speak from the heart; we

often fail to hear underrepresented voices; and, we often lack just the right words and turns of phrase to adequately convey a message.

In short, we have lots of room to improve when it comes to communications and transparency, but here is the thing: we recognize this shortcoming and are committed to getting better. In many organizations, corporate communications are unapologetically and exclusively a spin-machine for protecting the company's image and managing shareholder value. Although we do want to present Texas State in the best possible light, that is a secondary aspiration to being honest, timely, transparent, fair, and respectful. The fact that we hold these values above corporate self-interest when it comes to communications, even when we are imperfect in our application of this aspiration, speaks directly to the shared culture we are trying to create and cultivate.

In closing, please know that the leadership of the University is committed to making Texas State a great place to work for all of our employees. We want this to be a place where you will be proud to come to work each day, where you feel valued, and where you feel you really are a part of something important and profound. Do your best to remember our core values and to be an active participant in creating the type of culture that you want to be a part of. Do not always accept what is comfortable or convenient, but instead dare to ask difficult questions and work every day towards creating a shared culture and sense of place that lives up to our aspiration

Anna Elizabeth Edmonds
VP for Finance & Support Services
J.C. KELLAM ADMINISTRATION 920

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TEXAS  STATE
UNIVERSITY

The rising STAR of Texas

"If people did not love one another, I really don't see what use there would be in having any spring."

-Victor Hugo, Les Misérables

The Finance and Support Services Division in support of the University's mission is dedicated to providing outstanding customer service and a challenging and satisfying work environment while ensuring the efficient and effective use of financial, human, and physical resources.

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