

Fall 2017

FSS *Essentials*



FSS VISION:

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

Eric Algoe
Vice President

Darryl Borgonah
Associate VP, Financial Services

Gordon Green
Interim Director, EHS&RM

John McBride
Assistant VP, Human Resources

Nancy Nusbaum
Associate VP, FSS Planning

John Root
Director, Auxiliary Services

Gordon Thyberg
*Assistant VP, Budgeting, Financial
Planning & Analysis*

Tom Shewan
Associate VP, Facilities

Valarie Van Vlack
Treasurer

LETTER FROM THE VICE PRESIDENT



A Year to Catch Our Breath

As we open the academic year, our overall student enrollment for the Fall of 2017 appears to be just about flat compared to last year. This is the first time in many years that the university will not see significant enrollment growth from one year to the next, and it gives us an opportunity to enjoy some of the benefits of stable enrollment. Given that this is a rare

occurrence at Texas State, however, it's worth taking some time to ask why we won't see our usual growth this year and asking what stable enrollment will mean to the university this year.

Let's take the question of why first, and allow me to begin by dispensing with any notions you might have that the attractiveness of Texas State is in any way in jeopardy. To the contrary, our number of applicants and the size of the freshman class for the fall of 2017 both set new records in terms of size, and the quality of the class is significantly up from last year. We continue

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DATES TO REMEMBER

October

Breast Cancer Awareness Month

- Oct 2
 - International Day of Non-Violence
- Oct 2
 - Child Health Day
- Oct 4
 - Improve Your Office Day
- Oct 5
 - First Day of Sukkot
- Oct 5
 - World Teachers' Day
- Oct 9
 - Columbus Day
- Oct 11
 - Last Day of Sukkot
- Oct 13
 - Friday the 13th
- Oct 16
 - Boss's Day
- Oct 24
 - United Nations Day

- Oct 31
 - Halloween

November

National Diabetes Month

- Nov 1
 - All Saints' Day
- Nov 2
 - All Souls' Day
- Nov 5
 - Daylight Saving Time ends
- Nov 10
 - Marine Corps Birthday
- Nov 10
 - Veterans Day (observed)
- Nov 11
 - Veterans Day
- Nov 14
 - World Diabetes Day
- Nov 17
 - Take a Hike Day
- Nov 23 - Nov 24
 - Texas State Thanksgiving Break

- Nov 23
 - Thanksgiving Day

- Nov 27
 - Cyber Monday

December

National Human Rights Month

- Dec 3
 - First Sunday of Advent
- Dec 3
 - World Day for Persons with Disabilities
- Dec 5
 - International Volunteer Day
- Dec 6
 - St. Nicholas Day
- Dec 7
 - Pearl Harbor Remembrance Day
- Dec 8
 - Pretend To Be a Time Traveler Day
- Dec 10
 - Human Rights Day

- Dec 12
 - Feast of Our Lady of Guadalupe

- Dec 12
 - Chanukah/Hanukkah (first day)

- Dec 15 - Dec 16
 - Texas State Commencement

- Dec 20
 - Last Day of Chanukah/Hanukkah

- Dec 21 - Jan 3
 - Texas State Winter Break (Dec 21-22 EC Days)

- Dec 24
 - Christmas Eve

- Dec 25
 - Christmas Day

- Dec 26
 - Kwanzaa (until Jan 1)

- Dec 31
 - New Year's Eve

AND THE WINNERS ARE...

July 2017 FSS QUARTERLY TEAM



VPFSS: **Eric Algoe**, FACILITIES OPERATIONS: **Larry Martinez, Cesar Torres, A. J. McMillan, Jose Rodriguez, and John Perez**. FACILITIES: **Tom Shewan**.

Texas State Welcome Wall Correction Team

On April 11, San Marcos received seven inches of rain in one hour. As a result, the last original Texas State welcome limestone wall collapsed. The team was already overwhelmed with numerous leaks from the seven inch rainfall but took on the challenge of correcting the wall and saving the university the cost of contractor work.

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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:

Wednesday, October 18
Materials Management
11:30 a.m. - 12:30 p.m.

Wednesday, November 8
Treasurer & Student Business Services
12:00 p.m. - 1:00 p.m.

Wednesday, December 13
Facilities Planning, Design, and Construction
11:30 a.m. - 12:30 p.m.

SPOTLIGHT ON TREASURER'S OFFICE

The Treasurer's Office is a department under the Vice President for Finance and Support Services (VPFSS) division. The Treasurer, Valarie Van Vlack, is responsible for the management of treasury functions dealing with banks/cash management, investments, endowments, and oversees Student Business Services.

Reporting to the Treasurer is Marcus Bryant, Systems Support Analyst, who leads the project development for Student Business Services and the Treasurer's Office, and works with various departments on campus to integrate the extensive amount of payment systems and reporting measures.

Reporting to Marcus Bryant are Marla Pullin, Student Business Specialist, and Kim Stringham, Systems Analyst II. Marla has various responsibilities that include reporting and analyzing processes. Kim is primarily responsible for the management of merchant services (credit card) and ensuring compliance with the credit card rules across campus.

The Student Business Services Office (SBS), which is a support area of the Treasurer's Office, primary objective is to provide quality interactions to internal and external constituents. SBS is dedicated to providing exceptional service, while assuring accurate, timely and efficient collection of receivable assets and departmental deposits.

Director, Lisa Allen and Associate Director, Renae Smith, preside over the Student Business Services Office. Reporting to them, are three primary divisions of personnel: bursar, collections, and cash operations. Each area works in conjunction with one another to form a cohesive group which focuses on the mission of providing outstanding customer service while maintaining the fiscal integrity of the University. Supporting the Director and all of Student Business Services is Sylvia Cruz, Administrative Assistant III.

The bursar area is responsible for the billing of tuition and fees, room and board, and other related semester charges for current students, student communications, billing of third party sponsors, and application of tuition adjustments. This area is also responsible for the reconciliation and reporting requirements under state and federal guidelines. The bursar area is staffed by Jodie Mangold, Supervisor, Stella Gallegos, Administrative Assistant II, Maricela Cruz, Tuition Adjustment Clerk, Mariela Villanueva-Beltran, Tuition Adjustment Clerk, Elizabeth Hewett, Communication Coordinator, Staci Wade, Refund Specialist, Melissa Kelley, Accountant III and Cynthia Zavala, Accountant III.

The collections and cash operations area is overseen by Cynthia Castillo, manager. The collections department is responsible for billing and collections of non-current semesters, past due student tuition and fee accounts, current as well as past due emergency loan plans, and current as well as past due short term loans. This area is staffed by Rita McMahon, Accounting Clerk II and Zindi Castillo, Accounting Clerk II.

The cash operations area, which is supervised by Karon DeBacker, is responsible for the receipting of student payments for tuition, fees, room, board, and other student related fees. Additionally, the area also processes and deposits revenue collected by all university departments, in accordance with the university's income recognition and cash handling policy as well as departmental revenue payments via EFT and returned items. The office also safeguards and manages petty cash and change funds for university departments and manages the disbursement of payroll checks, financial aid and tuition refund checks. This area is staffed by Roxanne Munos, Accounting Clerk II, Kellie Rodriguez, Accounting Clerk II and Leticia Gaitan, Accounting Clerk II.

BOBCAT CHATTER

If you could live in any period of history, when would it be?

Bobbie Brandenburg
*HR Representative
Human Resources*

"I believe I would have to choose this era and I would keep it the same. Everything is going pretty well right now when compared to other points in history. I don't know if the future will be any better than this so I am very happy where I am now and look forward to seeing what the future holds for all of us."

James Frye
*Fire Marshal
ESHRM*

"Late 1800s, I would enjoy taming the frontier working with mother nature and living off the land. Life moved slower but relationships between others were certainly stronger."

Gus Cantu
*Sr Environmental, Health
and Safety Specialist
ESHRM*

"I would have wanted to be in my twenties during the 1960s because of all the great muscle cars made during this time. I would now have the best car collection of all the great fast cars that made the US Great in Hot Rodding!!"

Colleen Cook
*Environmental, Health and
Safety Specialist
ESHRM*

"I would love to have been an active participant during the Civil Rights Movement. I have always been fascinated with the historic grassroots efforts that took place during this time, the key players, the protests aimed to restore basic rights and privileges to African Americans, and the shift from segregation to integration."

THANK YOU

*Veterans Day
November 11, 2017*

Custodial Operations

Mr. Bruce Banks

Mr. Fermin Torrez

Environmental Health, Safety & Risk Mgmt

Mr. James Frye

Facilities Management

Mr. Gary Baisden

Mr. Adam Gonzales

Mr. Gordon Green

Mr. Carlos Pardo

Facilities Operations

Ms. Connie Brownson

Mr. William Brymer

Mr. Jerry DeLeon

Mr. Gregory Hode

Mr. John Hunnicutt

Mr. Brian McKay

Mr. Dario Mendoza

Mr. Gilbert Morales

Mr. Ruben Salas

Mr. Michael Shearer

Mr. Ronald Smith II

Mr. Michael Spivey

Facilities Planning Design

Mr. Frederick Maddox

Mr. Larry Miller

Grounds and Waste Man- agement Operations

Mr. Albert Gomez

Ms. Becky Johnson-Cronk

Mr. John Scott III

Human Resources

Ms. Melissa Demers

Mr. John McBride

Print and Mail Services

Mr. James Dorsey

Mr. Robert Espinoza

Mr. Daniel Hurtado

Materials Mgmt & Logistics

Mr. Frank Gonzalez

Mr. Richard Ruiz

Procurement and Strategic Sourcing

Mr. John Kirchner

Student Business Services & Bursars

Ms. Stella Gallegos

Ms. Rita McMahon

Transportation Services

Ms. Janet Beltran

Mr. Robert Garcia Jr

Mr. Wendell Harris

Mr. Refugio Hernandez

Mr. Tomas Martinez

Mr. Tommy Richardson

Mr. Zane White

Utility Operations

Mr. Neil Bascos

Mr. Charles Childres

Mr. Lance Johnson

Mr. Wallace Jorgensen

Mr. Larry Mutschler

Mr. Jeremy Newberry

Mr. James Norton

Mr. Juan Romero

Mr. Carl Teague Jr

VP for Finance & Support Services

Mr. Eric Algoe

STAFF SCOOP

FSS Employee News



Jackson, son of **Tammy Coyle** of Human Resources, and his new wife Cecily were married at the Coyle family home on Saturday, September 9, 2017. Congratulations to the new couple that are honeymooning in Cozumel, Mexico!



Jeff Lund of Human Resources is proud to announce his eldest daughter, Emily Lund, graduated in December with a degree in Psychology and a degree from the Honor's College at Texas State. She is now attending Texas A&M as a graduate student in their Psychology program with a goal of completing her Ph.D.

Congrats, Emily!



Laura Gonzalez, Human Resources Representative, received her Master of Arts in Communication Studies on August 11, 2017. She celebrated with the traditional jump into the river and lots of cake. Laura received both her undergraduate and graduate degree at Texas State and is a proud Bobcat!

Congratulations, Laura!



Everett, son of **Elsie Romano**, Environmental Health, Safety & Risk Management, is a graduate of Berklee College of Music (Boston, MA). He is now living and working in Los Angeles as a music producer. His hard work and passion for music has finally paid off.. he received his first platinum album for his work on Halsey's debut album, Badlands, which sold over a million copies. We along with his family are so proud of his achievement.

Way to go Everett!

MEET OUR NEW TEAM

Blake Bissing

Human Resources Analyst
Human Resources

Blake is from the Waco area, "really about 30 miles north but it's the closest place to my hometown that anybody knows" and he enjoys reading and working with data.

Anna Edmonds

Administrative Assistant II
Vice President for Finance and Support Services Office

Anna comes to us from the LBJ Student Center. She graduated from Texas State University in 2012 with a degree in International Studies. She lives in San Marcos with her husband and enjoys taking her two dogs to the river, going to the movies, and cooking.

Mark Liggett

Construction Contract Administrator
Facilities Planning & Design

Charles McInnis

Inventory Control Clerk I
Bookstore

Marci Peterson

Administrative Assistant II
Transportation Services

Marci started her work with the University in May of 2016 in the Sociology department as their Administrative Assistant II before joining Transportation Services. She received a Bachelor of Science degree in Applied Sociology from Texas State University in 2003. She enjoys reading and loves to sew.

James "Jim" Vollrath

Director
Utilities Operations

Jim comes to us from the University of Illinois Urbana - Champaign. He and wife Laura have 3 children; Julia, 11, Luke, 9, and Leo, 5. He enjoys spending time with his family, running and golf, and is an avid sports fan.

FSS KICK OFF

The 2017 Finance and Support Services Kick-off was held at the LBJ Student Center Ballroom on August 3, 2017. FSS employees received a Texas State coin wallet from the FSS Diversity committee and a full breakfast catered by Chartwells.



Eric Algoe, Vice President for FSS, addressed the division with a welcoming speech and spoke about the University Master Plan for 2017-2027.



Special recognitions were also announced including new hires and the FSS Quarterly Team Award recipients. The event ended with a fun activity that had everyone puzzled! Congrats to the winning table for putting together their puzzle in record time!

*Have a
Great Year!*

AND THE WINNERS ARE...

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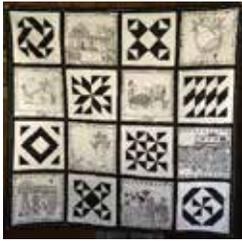


Heather Houston, Human Resources. **Margie Cameron**, Professional Development. **Danielle Elrod**, Facilities, Planning, Design, and Construction. **James Frye**, Environmental Health, Safety and Risk Management. **Carolyn Holesovsky**, FSS Planning. **Sally Moss**, Payroll and Tax Compliance. **James Peterson**, Transportation Services. **Eric Algoe**, VP FSS. **Tracy Ryan**, Budgeting, Financial Planning and Analysis.

OFF THE CLOCK

Nancy Nusbaum

*Associate Vice President for Finance
and Support Services Planning*



Disney princesses, Star Wars, Frozen, Bento-Box, Texas Blocks, owls, butterflies, Captain America, Minnie Mouse, Royal Boxes, Christmas Star, and Spiderman. Confused? What do these things have to do with Nancy? For those of you who don't know her, she decorates cakes and pieces quilts "off the clock."



Basically self-taught, Nancy has been making cakes since her children were small for their birthdays and continued the tradition when her three grandchildren were born. Since baking for her grandchildren, she has made 17 cakes – Frozen, Minnie Mouse, butterflies, Spiderman, etc... When you add in her son, daughter-in-law, and daughter as adults, the number grows. Nancy's cousin took a Wilton cake decorating class some years ago and started making cakes and Nancy got hooked. In



addition to birthday cakes, she's also made three wedding cakes and other cakes. The average cake takes five hours but much longer if she makes all the decorations too.

Before her grandmother passed away, her grandmother made and gave her and her two sisters each a quilt. She also watched her aunt make beautiful quilts and decided that one day she was going to make them also. Nancy sewed her clothes in high school and college and also Halloween costumes for her children, so sewing came pretty easy. Then she started with rag quilts, like the puppy quilt, for her grandchildren and moved to the pieced quilts. While staying at their vacation home in Rockport one Spring Break, she went to the local quilt store where they were teaching a class. So she stayed, bought the pattern and fabric, used the machine there which she also bought, and fell in love with quilting. She made two quilts, again for her grandchildren, and then life got in the way. It wasn't until almost four years later that she started up again and now she's pieced more than 25 quilts. Most recently she added two more sewing machines to her collection: a Janome Horizon Memory Craft 8900 QCP so she can start free motion quilting instead of taking her quilts to a quilter, and a Singer Featherweight made in January 1955 for piecing in classes.



Nancy has quickly found that quilting is addicting – her fabric and pattern collection has grown. She often jokes that she won't have any trouble once she retires and goes on a fixed income – she already has enough material and patterns to keep her busy in retirement without having to spend any more money!



OFFTHE 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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to attract great students from all over Texas and beyond.

There are two primary factors that drive our overall enrollment. One is, as described above, the number of new students that we attract, be they first-time freshman straight from high school, transfer students, or graduate students. The second factor is how many students we lose each year, and the biggest "loss" of students is also our greatest success as a university: graduation. Last year, we blew away all previous records for the number of students we graduated. In fact, we graduated almost 500 additional students compared to the previous year. The ripple effect of that tremendous success in graduating students is that, even with record numbers of new students and a very bright outlook for the future, we find ourselves going into the fall of 2017 with just about the same enrollment as we had going into the fall of 2016.

In addition to the normal factors that impact our enrollment, this year also brought the catastrophic effects of Hurricane Harvey just days before the beginning of the fall semester. Although we were spared most of the physical impacts of the storm thanks to a little bit of luck and a whole lot of work done to prepare the campus, we have over 8,000 students whose permanent home is in one of the counties that were officially declared a disaster area. Despite quickly

putting into place as many supports and flexible policies as possible in order to help those students, we estimate that approximately 100 students may have had to withdraw for reasons connected to the storm. We hope all of them are able to fully recover from the storm and return to Texas State soon.

Over the past several decades, there have been very few times that Texas State has not grown in overall enrollment from one year to the next. Therefore, it is worth reflecting on what this relatively rare circumstance means to the university. It is important to note that the university has a very conservative approach to building our annual budget each year. That approach does not rely on any growth in order to balance the budget. This means that flat enrollment does not immediately lead us to a conversation about budget cuts, which would be the case at many other universities.

It is a testament to the stability and strength of Texas State that we do not count on growth as we build the budget for the coming year. However, when we do multi-year budget planning, a failure to grow our enrollment does inevitably lead to a need to reduce spending. Unfortunately, the place where that pressure to reduce spending hits first is in our ability to give raises. The majority of the money the university spends to operate each year goes to employee salaries. Departmental operating

budgets are small in comparison. In fact, even a 1% raise for all Texas State University employees requires a permanent budget increase of almost \$2 million. Although no decision will be made with regards to our ability to give raises this year until after the November Board of Regents' meeting, there is no doubt that our ability to continue to give raises to employees does depend on our ability to continue to grow the enrollment over time.

On the plus side, flat enrollment does reduce our need to add additional instructional staff, which creates some savings for the university. A single year of flat enrollment also allows all the offices and staff that provide support services to the university to make progress without having to deal with the additional pressures brought on by growth.

All things considered, I think that having a single year without enrollment growth will help all of us to catch our breath, to refocus our efforts towards furthering the mission of the university, and to prepare for the inevitable return to growth next year and in the years to come. Please join me in continuing to do all that we can to make Texas State University the kind of place that we all want to be a part of, and rest assured that students and parents will continue to notice and to be drawn towards joining our ranks in the Bobcat family.



Digitally printed and addressed at Copy Cats at Texas State



The rising STAR of Texas

"I'm so glad I live in a world where there are Octobers."

-L.M. Montgomery, Anne of Green Gables

Committee

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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Elsie Romano (ER20@txstate.edu)

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