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The Support Staff Resources Website: Information at Your Fingertips!

The Administrative Support Services Committee (ASSC) and Human Resources (HR) have created a Support Staff Resources website to assist employees via links to quickly locate information on business processes, services, forms and training opportunities. The website can be found by (1) clicking on the Expand Navigation button on the main Texas State home page and then clicking on Support Staff Resources, or (2) going directly to the website by clicking on http://ssr.hr.txstate.edu/.

The site has the ability to list topics two ways: Alphabetically (A-Z) or by Division. The A-Z listing provides an alphabetical listing of links for a variety of topics. The divisional listing provides a list of departments, sections, and functions within each division.

This website has become a primary tool for those who provide administrative support services to the campus. It is a “living” site in that it is continuously improved, expanded, and updated. To steer this development, employees are strongly encouraged to submit their observations and recommendations to the ASSC.

New Employee Orientation II Breakfast

All new staff employees hired during the past month are reminded that the second part of New Employee Orientation will occur on Friday, January 10, 2014. This mandatory session will be held in JCK 460 from 8:15 am to 12:00 noon. Employees are asked to arrive by 8:00 am in order to have continental breakfast before the session begins. Any new faculty members are also invited to attend. This monthly session (held on the second Friday of each month) is the second part of an orientation program for all new Texas State employees. Employees receive information to enhance their basic understanding of Texas State and the benefits and opportunities associated with employment. For more information, contact Professional Development at extension 5-7899.
January 2014 HR Bulletin

January Timekeeping

For timekeeping purposes, the month of January ends January 25 and should include the following weeks ending:

- January 4
- January 11
- January 18
- January 25

Remember, for employees entering their own time using the SAP Portal Employee Self Service (ESS), release your time at the end of each week.

Some Coinsurance Maximums and Deductibles Start Over January 1

Remember that HealthSelect of Texas medical coinsurance maximums and deductibles for non-network services are based on the calendar year, January 1 to December 31. At the start of each calendar year, participants are responsible for any applicable deductible or coinsurance amounts. These amounts don’t carry over from the previous calendar year.

HealthSelect

- Your out-of-pocket coinsurance maximum will start over ($2,000 network/$7,000 non-network).
- Your annual deductible for non-network services will start over ($0 network/$500 non-network).
- The inpatient hospital copayment maximum will start over ($2,250 combined network and non-network).
- For preventive care services, you are entitled to one per calendar year: routine physical, well-woman exam, routine eye exam, hearing exam and routine mammogram.

Your Prescription Drug Plan deductible ($50) is different as it is determined on a plan year basis (September 1 to August 31).

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HMO - Community First and Scott & White

- Your out-of-pocket coinsurance maximum is determined on a plan year basis (September 1 to August 31).

State of Texas Dental Choice Plan

- Your annual deductible will start over January 1 ($50 individual/$150 family network, $100 individual/$300 family non-network).
- Your maximum calendar year benefit will start over ($1500).

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Bring in the New Year with a Healthy Start

New Year's resolutions are a great opportunity to set new wellness and fitness goals in motion. Get a healthy start and take advantage of the wellness tools, resources, and campus opportunities available to you.

You have access to wellness opportunities on campus like adult group fitness classes, weight rooms, cardio machines, personal training, or simply walking our beautiful campus. You also have access to fitness club discounts, weight management programs, smoking cessation programs, health assessments and articles, diet and fitness tools, and more through our health insurance provider, United HealthCare, and Bobcat Balance, our Work Life and Employee Assistance Program.

Begin your new healthy start this year towards living a healthier life! For more information on wellness opportunities, visit the wellness page on the Work Life website at www.worklife.txstate.edu/Wellness.html.

To access health and wellness resources through Bobcat Balance, log in to Work Life website at www.worklife.txstate.edu.
Understanding How Years of Service is Calculated

Employees often ask “how many years of service do I have?” Although this sounds like a fairly simple question, the answer is “it depends”. Texas State has several programs that are determined by length of employment, so the answer will vary depending on which one is being calculated.

The following is an overview of different programs and the general rule for calculating years of service for each. Individual circumstances and other factors may apply so it is recommended that you verify the total before making any important decisions based on service credit.

State Longevity Pay/Vacation Accrual and Maximum Carryover

- Total service with all state agencies in Texas
- Includes all employment types: full time, part time, temporary, student worker
- Count total months and days of state service
- Must be full time staff on the first of the month to be eligible to receive longevity pay for that month
- Does not include service at a junior or community college (those are local government employers)
- Vacation accrual is determined as of the first of the month
- Vacation carryover is determined as of August 31 each year

Hazardous Duty Pay

- Available to benefits-eligible, full-time and part-time commissioned law enforcement officers
- Eligible after completion of one year of service in a hazardous duty position
- Includes previous time in a hazardous duty position with the State of Texas

University Longevity Pay

- Based on years of service at Texas State University
- Includes only regular status staff employees
- Each regular status staff employee is entitled to receive a 1.5% increase every two years up to a maximum of four such increases from each appropriate eligibility date.
- Should any of the actions below occur, the employee assumes a new eligibility date and restarts the ULP counter:
  1) Promotion
  2) Reclassification to a title with a higher pay grade resulting in a pay increase
3) Re-hire of an employee who had previously received ULP increases
4) Reallocation of the employee’s title to a higher pay grade resulting in a pay increase as in the case of a market-related increase.

- Staff employees in positions covered by departmental career ladders, as well as provost, associate provost, associate vice presidents, assistant vice presidents, and college deans in the division of Academic Affairs are not eligible for ULP increases.

Retirement

- Service with state agencies or school districts in Texas that participate in TRS, ORP, or ERS retirement plans
- May also use proportionate service from eligible participating retirement plans in some cases (see TRS Handbook for details)
- Must be in a benefits-eligible position (at least 50 % FTE) and actively contributing to a retirement plan to count toward retirement credit
- Based on an academic year -- must work or have paid leave for at least 90 working days in each academic year to receive credit for that year
- TRS and ERS have several types of special service credit that can be purchased to increase years of service (ex: military, withdrawn, unreported)

Staff Service Awards

- Cumulative, full-time staff service at Texas State University
- Only full-time service at Texas State is considered
- Full time faculty service is counted if previously faculty and now staff
- Credit for any previous full-time Texas State University employment is added to current hire date to determine your Staff Service Award anniversary date
- Staff with an anniversary date that falls within the current fiscal year are honored in the spring

Faculty Service Awards

- Cumulative, full-time faculty service at Texas State University
- Only full-time service at Texas State is considered
- Full time staff service is counted if previously staff and now faculty
- Credit for any previous full-time Texas State University employment is added to current years of service to determine your Faculty Service Award

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Calendar Year 2013 Annual Performance Appraisals

The closing of calendar year 2013 also represents the closing of the annual staff performance appraisal period and the beginning of the time window for the annual appraisals to be conducted. Between December and February supervisors should meet with their subordinate staff for their annual performance appraisal. These appraisals are due to the respective vice president by April 1. The appropriate VP will forward them to Human Resources by April 15. The vice president will make exceptions for those employees promoted, transferred, reclassified, demoted, or hired between October 1 and December 31 who will receive an appraisal after six months on the job and again at the end of the calendar year. Human Resources will provide a report to the VPFSS by April 22 indicating any late performance appraisals.

In addition, as a part of the appraisal process, the supervisor must ensure that a current GOJA is used in the performance appraisal process and that both the supervisor and employee sign the GOJA indicating that it is current and accurate as of the time of the appraisal.

Performance Appraisal Ratings Consideration

Supervisors should consider the impact of an employee’s performance when providing a rating score. The following can be used to frame the consideration of what score to give an employee:

1: the employee’s performance is significantly below standards. Assigned tasks are not completed. The employee’s performance has a negative impact on co-workers or peers.
2: the employee’s performance is below standards. Assigned tasks are not accomplished or are accomplished poorly.
3: the employee does the job well and accomplishes assigned tasks.
4: the employee’s performance positively impacts the work area/section and contributes to or improves the overall performance of the department. The employee’s performance influences co-workers, peers, others to do well.
5: the employee’s performance positively impacts the department as well as other university departments and organizations. The whole department benefits.

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How Long Does it Take to Fill a New or Vacant Position?

The University average time that it took to fill a posted staff position in fiscal year 2013 was fifty-one (51) days. The time-to-fill average does not account for the time it takes a hiring manager to prepare the GOJA, job description, and other information necessary to create a requisition. It also does not account for the time it takes to get requisition approvals in EASY from Directors, Chairs, Deans, Faculty Records, Vice Presidents, and the Budget Office.

<table>
<thead>
<tr>
<th>Requisition required tasks</th>
<th>Average # of Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources administration time to post a requisition:</td>
<td>1.5</td>
</tr>
<tr>
<td>Requisition time posted:</td>
<td>22</td>
</tr>
<tr>
<td>Hiring manager time to review applications, interview, fill in hiring matrix, conduct employment verifications, and recommend a candidate to hire:</td>
<td>22</td>
</tr>
<tr>
<td>Equity and Access time to approve the hiring matrix:</td>
<td>4</td>
</tr>
<tr>
<td>Human Resources administration time to conduct the criminal history background check:</td>
<td>1.5</td>
</tr>
<tr>
<td>Total time to fill a requisition:</td>
<td>51</td>
</tr>
</tbody>
</table>
Professional Development

Look for an email announcement about the Spring Preview of Workshops soon.

A Texas State Blood Drive is scheduled for Jan. 22 from 9 a.m.-3 p.m. in JCK 1100. To schedule an appointment, please go to http://www.inyourhands.org/.

SAP for Supervisors

Monitoring Work Hours for Your Non-Student, Non-Regular Staff Employee

Many departments on campus hired temporary staff employees (NSNR) at the start of this fiscal year. It is now time to remind our campus if the NSNR employee is working 20-40 hours per week, **UPPS 04.04.03** limits these employees to a work period of less than 4.5 months per fiscal year. It is important for our hiring managers to monitor their NSNR employee work hours to assure policy compliance.

Remember, benefits eligible status is reached if an employee has an appointment for 20 or more hours per week for a period of 4.5 months or longer in a fiscal year, and benefits eligible status must be approved by Human Resources prior to allowing any NSNR employee to reach the point of eligibility. If you choose to retain any NSNR employee who reaches the maximum allowable NSNR employment limit, you will have to reduce the NSNR employee’s appointment to less than 20 hours per week.

NSNR work hours can easily be tracked by accessing SAP transaction CATS_DA Display Working Hours. Please contact the HR Master Data Center if you need assistance.

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SAP Time Entry Tracking Tool – ZUTIME

If you supervise employees who enter time into SAP via Employee Self Service, the following report will help you track their time entry.

ZUTIME – Unprocessed Time Entry

This report will help identify time entry that has been entered by an employee, but not approved by the supervisor yet. It also displays time that is in “rejected” status.

Instructions:

- Log into SAP Portal
- Click on SAP Easy Access tab
- Enter ZUTIME in the white transaction field box and hit enter

Selection screen options:

- Date Selection – choose fiscal year or a specific date range (cannot use both)

The following will help you narrow your selection:

- Personnel Area – division
- Status – current status of a time entry
  
  *20 - released for approval (not approved by supervisor)
  *30 - approved
  *40 - rejected time (run this report separately using process status 40 to 40)

- Org Unit – department
- Time Admin – time administrator code assigned to a group of employees (usually a department)

On the selection screen, you can choose the entire division (personnel area) or narrow it down to your department by using org unit or time administrator code.

If you have questions regarding this transaction, please contact Selma Selvera (ss24) at 5-2557.

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Welcome New Employees

We would like to welcome the following employees hired between November 18, 2013 and December 2, 2013

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Major</th>
<th>Department/Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haley G McCollum</td>
<td>Administrative Assistant II</td>
<td>Education Advising Center</td>
</tr>
<tr>
<td>Debra L Smith</td>
<td>Inventory Control Clerk II</td>
<td>Department of Housing and Residential Life</td>
</tr>
<tr>
<td>Jose F Munoz</td>
<td>Grant Coordinator</td>
<td>TX School Safety Center</td>
</tr>
<tr>
<td>Gerald R Acevedo</td>
<td>Senior Construction Inspector</td>
<td>Facilities Planning and Design</td>
</tr>
<tr>
<td>Laura L Jones</td>
<td>User Services Consultant I</td>
<td>Education Technology Center</td>
</tr>
<tr>
<td>David J Vasquez</td>
<td>Guard</td>
<td>Transportation Services</td>
</tr>
<tr>
<td>Jesse A McBroom</td>
<td>Warehouse Worker</td>
<td>Bookstore</td>
</tr>
<tr>
<td>Steven R Herrera</td>
<td>Manager, Shuttle Service</td>
<td>Transportation Services</td>
</tr>
<tr>
<td>Gabriela Poler</td>
<td>Major Gift Officer</td>
<td>VP for University Advancement</td>
</tr>
<tr>
<td>Nancy A Wildhagen</td>
<td>User Services Consultant I</td>
<td>Education Technology Center</td>
</tr>
<tr>
<td>Kelly M King-Green</td>
<td>Associate Director, University</td>
<td>Office of University Marketing</td>
</tr>
<tr>
<td>Emily J Flake</td>
<td>Cashier</td>
<td>Transportation Services</td>
</tr>
<tr>
<td>Jeremy B Bauer</td>
<td>User Services Consultant I</td>
<td>Education Technology Center</td>
</tr>
<tr>
<td>Traci L Madden</td>
<td>Grant Secretary</td>
<td>TX School Safety Center</td>
</tr>
<tr>
<td>Wallace C Jorgensen</td>
<td>Power Plant Operator</td>
<td>Utility Operations</td>
</tr>
<tr>
<td>Cesly D Burrell</td>
<td>Coordinator, Events and Publication</td>
<td>VP for University Advancement</td>
</tr>
<tr>
<td>Charles D Childress</td>
<td>Instrument Technician</td>
<td>Utility Operations</td>
</tr>
</tbody>
</table>

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Focus on Employees

We would like to recognize the following employees who were either promoted or reclassified between November 18 and December 2, 2013.

Connie A Brownson, promoted to Senior Human Resources Assistant from Administrative Assistant II, Human Resources

Phillip M Phelps, promoted to Associate Director, Athletic Academic Center from Student Development Specialist I, Athletic Academic Center

Julie T Gomez, reclassified to Facilities Management Technician from Administrative Assistant II, Facilities Management

Virginia Pavia, reclassified to Undergraduate Admissions Specialist from Data Entry Operator, Office of Undergraduate Admissions

Holly A Messler, reclassified to Undergraduate Admissions Residency Specialist from Undergraduate Admissions Processor, Office of Undergraduate Admissions

Adam D Gonzales, reclassified to Buyer III from Procurement Specialist, Facilities Management

Deanna Hott, reclassified to Undergraduate Admissions Specialist from Undergraduate Admissions Processor, Office of Undergraduate Admissions

Jason P Redeaux, reclassified to Undergraduate Admissions Specialist from Undergraduate Admissions Processor, Office of Undergraduate Admissions

Jonathan M Sculley, reclassified to Undergraduate Admissions Specialist from Undergraduate Admissions Processor, Office of Undergraduate Admissions

Kelsi K Cervenka, reclassified to Undergraduate Admissions Specialist from Undergraduate Admissions Processor, Office of Undergraduate Admissions

Mary F Carrillo, reclassified to Senior Undergraduate Admissions Specialist from Undergraduate Admissions Processor, Office of Undergraduate Admissions

Charlene A Wood, reclassified to Undergraduate Admissions Specialist from Undergraduate Admissions Processor, Office of Undergraduate Admissions

Julie K Sauceda, reclassified to Undergraduate Admissions Specialist from Undergraduate Admissions Processor, Office of Undergraduate Admissions
Employee of the Month - Jamie Donaldson

Jamie Donaldson, Academic Budget Specialist, College of Liberal Arts was selected as the Texas State Employee of the Month for December 2013.

Jamie is the budget specialist for the College of Liberal Arts at Texas State. She oversees all accounting and budget details for the office—a constant flow of paperwork from nine departments, three interdisciplinary research centers, and more than a dozen intra-departmental centers. The regular volume of data and documentation that Jamie handles on her computer every day—mostly in SAP—is a job in itself. Beyond this, she manages nearly constant phone and in-person traffic. The twelve departmental and center administrative assistants, as well as numerous other staff across the college, call on her daily, sometimes hourly, for advice and trouble-shooting with budget issues. She is the primary expert they call on in any case where numbers or SAP are involved.

Jamie represents quality service in many ways. She stays on top of her job, making a constant effort to remain informed and knowledgeable about the latest policies and procedures. She attends workshops, consults other staff, and studies on her own so that she remains up to date and prepared to answer whatever questions arise. She is always thoroughly professional and cheerful even in the most stressful situations. Her entire orientation is toward helping others do their jobs better and toward advancing the goals of the college and university. Jamie is proactive. Rather than waiting for work and problems to arise, she anticipates what needs to be done. As a result, she meets deadlines or, more often, beats them. When she needs information from department, she asks for it well in advance. This proactive approach lessens stress for everyone in an increasingly busy and complex work environment.

Congratulations, Jamie, on a job well done and being recognized as the December 2013 Employee of the Month!

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The Texas State Quarterly Team Award was presented to the Housing and Residential Life Timeline Team. The team members include Dr. Rosanne Proite and Ted Ingwersen from the Department of Housing and Residential Life; Mary-Love Bigony, Audrey Webb, Roxanne Sides, and Jamie Starcevich from University Marketing; Kristine Toma and Jared Schampers from University Archives; and Michael Petty from Facilities.

The Timeline Team was nominated and selected to receive the August 2013 Texas State Quarterly Team Award. This timeline is a true service to students, alumni, and the university as a whole. It documents our past and celebrates our present in a graphic and highly informative way. While students are the main audience and focus of the timeline, it does serve a broader audience. Parents, alums, and others who visit the facility will have an opportunity to enjoy and appreciate the continuum of student living on campus in which they play such a vital part.

This project was identified to meet the needs of the new housing complex. However, the benefits of this project sets the stage for collaboration with similar groups to continue to document our history in new and exciting ways across campus for the benefit of all members of the Texas State family. The timeline allows us to connect students and others with our history in a way that has never been possible before. The amount of time this project demanded was extraordinary. Marketing staff spent the equivalent of about ten months on the various aspects of the project. University Archives staff spent about 160 hours of staff time in direct research supporting the project. It was not an easy task to condense a story that spanned over 100 years into a visually interesting and informative timeline of enduring value. Many hours were spent determining what could be included in the available space.

The result is a visually stunning display that will serve to enlighten and engage viewers for years to come. The timeline also celebrates the fine work done by these individuals who came together as a team. Their work has helped us to celebrate our past and enrich our present in a way that has never been done on this campus before. The housing timeline brings the experiences of ordinary students to life. That’s something no other permanent campus display has ever done.

This effort reminds us that our present is possible because of the foundations laid by those who came before us. The timeline will help to remind students that we are all a part of the history of this very special place. Congratulations to the Timeline Team on its achievements and its outstanding efforts!
January 2014 HR Bulletin

Ask the Director

Benefits

Question: I have a staff employee who was a non-student, non-regular (NSNR) employee. She was recently hired as a regular, permanent employee. Will her time as a NSNR employee count towards her six continuous months of state service required before being eligible to take paid vacation leave?

Answer: Yes, provided there was no break in service between the termination date of the NSNR appointment and employment date as a regular employee.

Question: I understand TexFlex is an annual commitment. What happens to my health care account if I leave employment before the end of August?

Answer: If you terminate employment, you are still responsible for the balance of the plan year. You can elect to make a lump sum payment from your last paycheck (tax-sheltered) to pay off the remaining balance or you can choose to make payment directly to TexFlex (after-tax). After termination you can still use the funds paid into the plan, but not the PayFlex card. Claims should be submitted online through www.texas.payflex.com or by paper form to get your reimbursement.

Question: I’m curious, can my optional life insurance be paid directly to a funeral home or does my family have to come up with the money and wait for reimbursement?

Answer: Optional life insurance benefits are paid directly to the named beneficiary or designee as stated in the plan document. The payment cannot be assigned to a funeral home. More information on the optional term life insurance policy can be found in the Master Policy.

Question: How do I know what SAP positions are located in my department? How do I tell the difference between salaried or hourly? How do I know whether they are vacant or not?

Answer: To see what positions are in your organization, whether filled or vacant or salaried or hourly, use SAP transaction PPOSE-Organization and Staffing Display. This transaction will allow you to view all of the positions in your organization and the employees assigned to each position. You can also determine which positions are filled/vacant and salaried/hourly. Instructions on how to execute this transaction are available at http://www.hr.txstate.edu/hrmasterdatacenter.html under Organizational Management.
**Question:** The supervisor for several of my department’s employees has changed. What steps do I need to take to correct the reporting relationship in SAP?

**Answer:** In SAP, each employee holds a position. Each position reports to a designated supervisor’s position. To request a change in the reporting relationship to a new supervisor’s position, please complete the Supervisor Change Request Form. This form is located under the Organizational Management header on the Human Resources Master Data Center web page at [http://www.hr.txstate.edu/hrmasterdatacenter.html](http://www.hr.txstate.edu/hrmasterdatacenter.html). In order to complete the form, you can use SAP transaction PA20 to look up information on the impacted employee(s).

**Ask the Director**

**Compensation and Employment**

**Question:** Is it in policy that I must complete a 6 month performance appraisal?

**Answer:** The only time that a 6 month appraisal is required is when a promotion, reclassification, new hire, demotion or transfer occurs between Oct 1 and Dec 31. If this occurs, the employee is reviewed in 6 months and then again as part of the regular, annual appraisal cycle.

**Question:** Is a NSNR employee required to take the Ethics and Compliance on-line course?

**Answer:** Yes. At this time, all staff members are required to complete the course.

**Question:** When are the performance appraisals due to HR?

**Answer:** Performance appraisals are due to Human Resources by April 15th. Department heads are encouraged to factor this deadline into their planning. The performance appraisals must first go through the appropriate vice president’s office before being sent to HR.
**January 2014 HR Bulletin**

**Question:** How are pay plan minimums and pay ranges created?

**Answer:** Please review the university’s Compensation Philosophy found at: http://www.hr.txstate.edu/compensation/Philosophy.html.

**Question:** How far in advance should a hiring manager begin the process to hire a new employee?

**Answer:** The University’s average time to fill a position is fifty-one days. A hiring manager may begin the hiring process as soon as business necessitates. It is possible for the hiring manager to complete the hiring process and recommend a candidate for a position before the current employee’s last day and while the current employee is employed in the position being filled.

**Question:** What are the University’s policies for staff employment?

**Answer:** UPPS 04.04.03 Staff Employment establishes the university’s policies and procedures for hiring staff employees. The primary objective of the hiring process is to select the best-qualified applicant for each position based on: job-related factors; relevant work experiences; performance history; applicable education and training; and the depth of required knowledge, skills, and abilities described in the position’s GOJA (Guidelines Oriented Job Analysis).

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**Ask the Director**

**Professional Development**

**Question:** Does Professional Development have a record of the workshops I have attended?

**Answer:** You will receive an email certification for each workshop you attend. Also, the SAP Portal tracks all workshops as verification of your attendance if needed for your annual performance appraisal. Once you log in, click on Training Activities to view or print completed courses.

**Question:** When is New Employee Orientation II (NEO II)? Is attendance mandatory? What if I can’t attend the first month of my employment?

**Answer:** NEO II (http://www.txstate.edu/pdevelop/Services/NEO.html) is held the second Friday of each month from 8 a.m. - noon in JCK 460. Attendance is mandatory for all benefits-
eligible employees (employed 50% or more) hired during the previous four weeks. Provisions can be made for attendance at a later NEO after your employment; however, your vice president and supervisor will still receive notification from the Director of Equity and Access, noting your absence and emphasizing the need for your attendance at the next session in order for you to receive the State-mandated EEO information.

Any faculty member is welcome to attend the next NEO II after their initial employment. The mandatory annual New Faculty Orientation is only held in August, just prior to the beginning of the fall semester.

**Question:** Can other offices use the Professional Development workshop space?

**Answer:** You may reserve JCK 460 or our small conference room (JCK 412) by calling the office to check for room availability. You will then be asked to fill out the Room Reservation Form (http://www.txstate.edu/pdevelop/Services/reservationinfo/reservationform.html) on the website. Room use is free, but offices using the space are responsible for any charges incurred as a result of damage to furniture or equipment.

**Question:** Are all trainings offered on campus scheduled through Professional Development?

**Answer:** No, Professional Development only conducts registration for the workshops they coordinate. For a complete listing of other offices that provide training, go to the Training and Development (www.txstate.edu/pdevelop/learning-and-development.html) link that lists eleven different offices and information about the training they provide.

**Question:** If my office conducts its own training, can our participants receive credit in the SAP Portal?

**Answer:** Yes, go to the Course Management through SAP Request link (www.txstate.edu/pdevelop/Services/SAP-Training-and-Development.html) for information about this process.