

Winter 2017

# FSS *Essentials*



## FSS VISION:

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

**Eric Algoe**  
*Vice President*

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*Director, Auxiliary Services*

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

**Valarie Van Vlack**  
*Treasurer*

## LETTER FROM THE VICE PRESIDENT



### *Our Values*

As 2016 comes to close, our nation has seen one of the most contentious political rivalries in its history play out in the presidential race that ultimately elected Donald Trump to be the next President of the United States of America. Regardless of one's personal political views or feelings about any individual candidate, it appears that the results of this contentious election have had an additive effect on the already growing sense of unrest among many

young people and many members of underrepresented groups across our country.

Long-present issues of racial equality, religious freedom, gender, and freedom of speech, among others, have gained new voice at many college campuses over the past year or more due to wide variety of historical and current events. The underlying issues that continue to drive this issue are older and bigger than our country. I will not even attempt to explain or list those issues here, as I am not an authority on such matters and would inevitably fail to do some, if not all, of them justice. The reason I bring up this topic at all is that I think it is important for those of us who come to work everyday in support of our students and our great

*Continued on page 8...*

# DATES TO REMEMBER

## January

*Get Organized Month*  
*National Oatmeal Month*

January 1

- New Year's Day

January 2

- Late Registration Begins

January 4

- World Braille Day

January 6

- Epiphany

January 8

- Bubble Bath Day

January 16

- Martin Luther King Day-  
Texas State Holiday

January 17

- First Day of Classes

January 28

- Chinese New Year

## February

*Heart Month*

*Library Lovers' Month*

February 1

- Official 12<sup>th</sup> Class Day

February 2

- Groundhog Day

February 4

- World Cancer Day

February 5

- Super Bowl LI

February 12

- Abraham Lincoln's Birthday

February 14

- Valentine's Day

February 20

- President's Day

February 22

- George Washington's  
Birthday

February 24

- Tortilla Chip Day

February 28

- Mardi Gras

## March

*Multiple Sclerosis Awareness  
Month*

*Women's History Month*

March 1

- Ash Wednesday

March 2

- Texas Independence Day

March 3

- Employee Appreciation Day

March 12

- Daylight Savings Time Starts

March 13-17

- Spring Break-Texas State  
University

March 14

- Pi Day

March 17

- St. Patrick's Day

March 20

- First Day of Spring

March 25

- Waffle Day

March 31

- Cesar Chavez Day

## AND THE WINNERS ARE...

### OCTOBER 2016 FSS QUARTERLY TEAM



FACILITIES OPERATIONS: Woody Mendoza, Henry Perez, Tommy Dougherty, John Hunnicut, Tim Haley, Freddy Duran, Billy Bailey (not pictured), and VPFSS, Eric Algoe

This was a one-time project for the University Bookstore located at the L.B.J. Student Center following a request for the removal of glass panels that had once separated the computer store. After review, given the size of the panels, it was determined that this would require several carpenters working together as a team to remove the glass panels in a safe and efficient manner without disruption of the normal business in the store.

This task had potential hazards associated with it, given the size and weight of the glass. Although not a daily routine, the team worked together to accomplish this task in a safe manner.

The work of this team saved the University money by keeping the work in house instead of going to a contractor. The work opened the area up in the store to help with flow of students and other customers.

## 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:

**Thursday, January 26**

***Budgeting, Financial  
Planning, & Analysis***

12:00 p.m. - 1:00 p.m.

**Thursday, February 9**

***Human Resources***

12:00 p.m. - 1:00 p.m.

**Thursday, March 23**

***General Accounting Office***

12:00 p.m. - 1:00 p.m.

# SPOTLIGHT ON FACILITIES MANAGEMENT

The members of Facilities Management (FM) provide efficient and effective customer service for Facilities clients, both internal and external. We provide well-maintained and safe vehicles to students, faculty, and staff which enables the campus community to live, learn, and work. We do this by providing quality and efficient vehicle maintenance and repair services. We provide expeditious purchasing services for Facilities internal customers, reliable computer services for Facilities staff and customers; and timely and accurate billing for auxiliary and reimbursable customers.

Facilities Management's core functions are:

1. Timely and friendly customer service;
2. University fleet management and maintenance;
3. Efficient and compliant purchasing and procurement services;
4. Business services support to Facilities offices and the campus community.

Facilities Management is the most functionally diverse unit in Facilities and consists of 25 full time personnel, one temporary employee, and seven student workers in five work centers. The Director, Facilities Management is Gordon (Gordie) Green who has been with the University for almost 12 years. He came to the University after retiring from the United States Air Force as a Colonel where he led Facilities organizations for over 26 years. Gordie also serves as the University's fleet manager responsible for the 333 vehicle fleet, managing the facilities vehicle replacement accounts valued at over \$390K annually. Assisting Gordie in the FM front office is Lindsey Sinner (Administrative Assistant III) and Ann Huebner (Business Manager). Lindsey provides administrative support and manages records for the 295 automobiles, plus an additional 38 trailers, golf carts, and utility vehicles in the University fleet and its 1,000 drivers. Lindsey monitors over 300 fleet gas cards, processing over 7,000 transactions valued at over \$400,000 annually. She also processes over \$170,000 in IDT's to departments across campus for their fuel and vehicles maintenance. Ann assists Gordie and Tom Shewan, AVP Facilities, with budget oversight for the 40 plus operating accounts in Facilities valued at over \$55M annually.

### *Customer Service Unit:*

The customer service unit is led by Cindy Voigt (Head Facilities Management Technician) who's been with Facilities for over 26 years. She is assisted by two Facilities Management Technicians, Mary Gutierrez and Julie Gomez. Together they receive all AiM customer requests and convert them to work orders. The Unit processes over 16,500 customer requests annually and issue 40,000 work orders annually. They also triage work orders, establishing initial priorities, and send the work orders on to the appropriate Maintenance shop for action.

### *Facilities Garage:*

The garage is headed up by Karl Randow who's been with the University almost 18 years. Karl is assisted by Carlos Pardo, Auto Mechanic, and Joel (J.P.) Pineda, Engine Mechanic. Together this team provides preventive maintenance service to the University vehicle fleet. They

also service small engines, lawn mowers, and utility vehicles used by facilities shops as well as other campus customers. Each year they perform over 1,000 preventive maintenance work orders and provide state inspections to all University owned vehicles.

### *Facilities Warehouse/Purchasing:*

Facilities Management Purchasing is one of two purchasing units within Facilities. The unit is headed by Edie Harvey, Assistant Director of Facilities Management (Procurement). Edie leads a staff 12 personnel. The staff work in two major areas, Purchasing and Warehouse. The purchasing section is the largest non-capital project purchasing operation on campus in terms of dollars awarded and overseen. The unit issues over 3,000 POs annually, valued at over \$24.5M, and is responsible for contract oversight of over \$92M in construction and service contracts. The section consists of five Buyers: Gary Baisden, Adam Gonzalez, Joel Trevino, Gloria Tobias, and Daphne Helms; two Contract Specialists: Jeff Elam and Jon Gaddis; one fulltime Accountant, Laura Piercy and one temporary Accountant, Carole Brauer-Dykema. Together they buy all the bits and pieces needed by Facilities' six departments to keep our \$6 million gross square foot campus running. They also buy over \$0.5 million in vehicles annually. The Contract Specialists monitor the performance of the service contractors providing various services to the San Marcos and Round Rock campuses. The other section under Edie's purview is the Facilities Warehouse which is staffed by four personnel, Joel Bermea, Crew Supervisor, and three Stores Clerk II: Richie Rodriguez, Michael Maldonado, and Ana Hicks. Together this team receives and issues all parts used by the Facilities operating departments (Grounds, Utilities, Operations, Custodial, and Garage). They also run a warehouse with over \$400K in inventory of high turnover items used in maintenance and repairs.

### *Facilities Systems Group:*

The Facilities Management Systems Group manages and oversees all the technology in use by Facilities. The group is supervised by Andrea Tutoki (formerly Paxton), who started at the university in December 2011. Andrea is the BIM to FM manager for Facilities. Rose Barry-Pryor, Systems Analyst I, came to the university in August 2013 and her primary function is in the reporting and dashboard development, billing, and the website. Phlatt McLean, Systems Analyst I, joined us in April 2015 and he is the AiM systems administrator, and responsible for all software upgrades as well as mobile device management. Andrea and her group are always actively looking for ways to streamline and make technology more efficient in Facilities.

# STAFF SCOOP

FSS Employee News



Who would of thought over 30 years later, high school sweethearts, Jimmy Cano and **Patty Duran Cano**, Human Resources, would become one as husband and wife! On August 22, 2016, the couple married in a small quaint ceremony and prove that "happily ever after" does exist!



**Justin Cervantez**, Custodial Operations, and Ashley Reyna, happily announce the birth of their fourth child, Ava Riley Cervantez. Ava was born on October 8, 2016. Baby Ava weighed 6 lbs. and 11 oz. and was 20 inches long. Congratulations!

## NEW YEAR'S RESOLUTIONS

As 2016 draws to a close, we begin to reflect on the year and imagine how next year will change. We fantasize about how much better our life will be when we're fitter, save more money, or finally start that new hobby. And as we count down the clock, pop open the champagne, and ring in the new year, most of us proudly proclaim our resolutions and swear this year will be different.

*Why is it so hard to keep New Year's resolutions?*

### Talking about Succeeding

Telling someone your resolutions actually makes you less likely to succeed! There is scientific data that dates back to 1927 supporting this weird phenomenon. The gratification you receive when your friends and colleagues acknowledge your lofty goals and great intentions creates what is known as a 'social reality,' where your mind tricks you into thinking you are much closer to success than you are.

"Your mind mistakes the talking for the doing" - Derek Sivers

Instead of talking a big game, try keeping your resolutions to yourself. Or, if that just isn't your style, frame them in a way that emphasizes the plan, not the goal: 'I'll run five times a week to train for a marathon' instead of 'I'll run the Boston marathon.'

### Making Things Big or Complicated

Have you ever settled down to watch something on Netflix and given up because there were so many choices you just couldn't find anything? Too many choices lead to what is known as decision fatigue or analysis paralysis. When resolutions are too complicated or require too many changes at once, we begin to make poorer decisions or no decision at all.

Try to make your resolutions as simple and easy to fit into your routine as possible: "I'll spend each commercial break picking up and doing housework," instead of "This year, I will keep the house spotless."

### Perfectionism

The best laid plans... as the saying goes. It is easy to fall into the mindset that if something goes awry the goal is a total failure. Or the conditions need to be perfect to start trying again. Have you ever said, "Since I messed up, the rest of the day is ruined, I'll start again tomorrow?" Most of us have, but the European Journal of Social Psychology found those who were most successful with maintaining their goal or habit over the long term messed up on occasion.

To recover from a setback, acknowledge the issue, forgive yourself, and get right back on track. Don't wait for the perfect moment.

*This year, we resolve to keep our resolutions.*

# MEET OUR NEW TEAM

*Amanda Cardoso*  
Duplicating Equipment Operator  
Printing Services



*Melissa Kristine Demers*  
Senior Human Resources Assistant  
Human Resources

Melissa is originally from Kansas, but happily became a Texan while serving in the U.S. Army at Fort Bliss. She joined us at Texas State in October. Melissa enjoys traveling, yoga, and exploring the great outdoors in her free time.

*Daphne Helms*  
Buyer III  
Facilities Management

Daphne previously worked in the Student Health Center and prior to that, at Pearson in San Antonio. She lives in New Braunfels and has two children, daughter Sidney (22) and son Christian (18). She is a huge Spurs fan and loves to hike, spend time at the river, and do crafts. She is also a big volunteer with FFA and 4H programs in Comal County. Welcome, Daphne!

*Ethan Grothues*  
Inventory Control Clerk I  
Materials Management & Logistics

*Marissa Petty*  
Painter I  
Transportation Services

*John Paul Rodriguez II*  
Grounds Maintenance Worker I  
Transportation Services

*Alberto Maldonado*  
Air Conditioning Mechanic I  
Facilities Operations

Alberto is from Milwaukee, Wisconsin and comes to Texas State from Austin Energy.



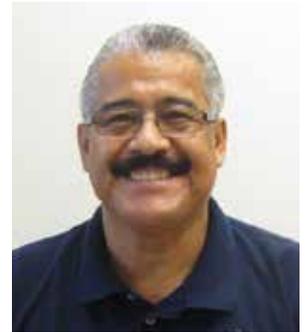
*Matthew Menchaca*  
Facilities Maintenance Worker I  
Facilities Operations



Matthew comes to the university from Hunter Industries Ltd. He is married to Olivia and together they have stepson Noah, son Braeden, and a new baby on the way. Matthew likes to meet new people and to go out with his family and try new things.

*Roy Mendoza*  
Painter I  
Facilities Operations

Roy is from Kyle and comes to Texas State after working in Austin at Coburn & Co Paint company. He is married to Nelda and considers his wife and beautiful children, Lisa, Lori, and Josh, to be his blessings. He loves to play ball with his grandchildren and also plays the drums for his church.



## FSS DIVERSITY

In early November of 1863, Abraham Lincoln delivered the Gettysburg Address. It is one of the most important speeches in American history. The speech was to pay tribute to the men who lost their lives but most importantly it served as a call for democracy. Lincoln accentuated that our founding fathers' vision of the United States, through the Declaration of Independence, was that "all men are created equal"; a truly radical concept for its time that is too often these days taken for granted.

Even during these dark times, President Lincoln did not lose his resolve or belief that this mighty cause to ensure freedom for all was essential to the success of the nation. He believed, despite all the issues, death and hatred, in the concept of "government of the people, by the people, for the people, shall not perish from the earth."

More than anything, Lincoln embraced the idea of creating a nation where all would have the opportunity to make a better life for themselves, no matter their race, religion, or ethnicity. The prospect of an education being the essence of the promise and one of the responsibilities of colleges and universities. Martin Luther King, John F. Kennedy and Lyndon Baines Johnson, all embraced and promoted education.

We are again experiencing one of those moments that define our nation. Whatever side you support, it is the belief in these pillars of democracy that drive our thoughts and actions; we can never stop upholding equality or lose faith in a 'government of the people, by the people, for the people'. During these challenging times, it is these ideals that embolden our actions.

**Democracy is not easy.**

**You have to really want Democracy.**

# KNOW HOW TO 2-STEP?

November 1, ITAC rolled out a new two-factor authentication method for accessing select on-line services at Texas State called NetID 2-Step. Powered by Duo Security, NetID 2-Step adds a layer of security for logging into a select set of Texas State on-line services. It will be required to log into the Online Toolkit, the Virtual Private Network (VPN) and the Student Affairs Information System (SAIS.)

In the future, NetID 2-Step will be added to other services, such as SAP.

Two factors will be required for successful access:

1. Something you know such as your NetID and password
2. Something you have such as a mobile device or landline phone

## How to Enroll

Step 1. On your mobile device, install the Duo Mobile app. If asked, allow the Duo Mobile app to send notifications to your mobile device.

Step 2. On your computer, begin NetID 2-Step enrollment by going to the NetID 2-Step service page at: <http://www.tr.txstate.edu/services/netid-2-step>.

Step 3. Scan the barcode and complete enrollment. Detailed instructions can be found on the NetID 2-Step service page.

## How it Works

1. Enter your NetID and password.
2. You will be prompted to either accept a Duo Mobile push, press your phone keypad, or enter a passcode.
3. Remember Me for 9 Hours Option

For those who log into the same service multiple times a day: At first successful login, select Remember Me for nine hours. For the next nine hours, accessing the specific service from the same computer and Web browser will require only a NetID and password.



## Questions and Answers:

*Why am I being required to use NetID 2-Step?*

Unfortunately, individual passwords are compromised on a daily basis via email phishing attempts and other malicious activity. With NetID 2-Step, it is not likely that an unauthorized user can supply both factors to access Texas State online services.

NetID 2-Step will increase the level of security for your account and the important Texas State confidential information stored within these services.

*Am I required to use my personal mobile device for NetID 2-Step, or are there other options?*

While it is recommended that you enroll your mobile device and use the Duo Mobile app for NetID 2-Step login, it is not required. Below are alternative devices.

- Tablet or iPad – pushes to Duo Mobile app
- Landline phone – call to direct office line or home telephone
- Duo key fob hardware token\* – displays a unique, passcode (changes with each login)

\*Key fobs require departmental or personal purchase from ITAC. One key fob per user.



All information provided was found on the ITAC website.

# BOBCAT CHATTER

*What are two things on your bucket list?*

## Cynthia Castillo

*Manager, Cash Operations  
Student Business Services*

Live in Hawaii.

Go to culinary school.

## Alex Vogt

*Coordinator, Alternative Transportation  
Transportation Services*

Swim in a pool full of water balloons.

Bike the equivalent of riding to the moon and back.

## Carrie Costilla

*Administrative Assistant II  
University Bookstore*

Travel to Paris to eat authentic French food.

Learn to surf.

# OFF THE CLOCK

## Gordie Green

*Director – Facilities Management*

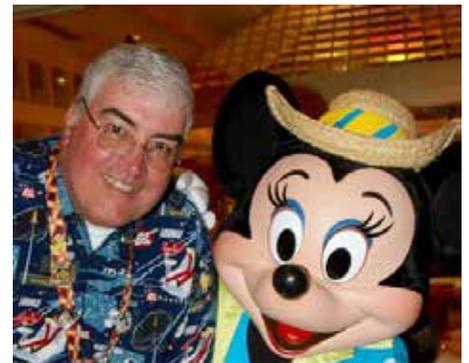
As many of you may have noticed, we have a director who has been seen wearing Disney Hawaiian shirts on Fridays. That Director is Gordie Green of Facilities Management. A trip to his office will confirm that Gordie has a passion for all things Disney but especially Mickey Mouse. Gordie likes to call himself a "Disney Dork."

Gordie has always liked Disney. Growing up in a military family and moving around every two to three years for over 48 years... he had one constant growing up in the sixties, watching the Wonderful World of Disney on Sunday evenings. His parents made sure that Gordie and his brother saw every Disney movie when they came out. His first recollection of a drive-in was

going to see the "Sword in the Stone" at the Chief Drive-In on North Lamar in Austin. He saw the "Jungle Book" when it first came out in 1967 at the Capital Plaza Cinema. In 1970, while living in England, his mom took him to Selfridges in London to see the Aristocats Christmas Window Display. Disney has always put a smile on his face.

In October 1983, he took his first trip to Walt Disney World just in time for the opening of EPCOT Center, the second park in the Walt Disney World Resort... he was hooked. He'd found his happy place. He's been back over 30 times. His kids grew up going to the Disney parks every three or four years. He has special memories of his three year-old daughter almost tackling Patriot Mickey in front of the American pavilion at Epcot. His wife Sandi loves to talk about the Bataan Death March as Gordie and his son went running from Fast Pass Machine to another to get their precious fast passes to eliminate ride wait times. The tradition of family trips to the Walt Disney World continues to this day, except Papa (Gordie) and Nana now take the grandkids to the Disney Resorts, kids still get to come too! When he's not working and not at the parks, Gordie is planning his next trip to Disney World or Disneyland. He enjoys doing it so much that he now has a hobby of helping people plan their trips...including staff members at Texas State...It helps him bridge the gaps between trips to his happy place where he can feel like a kid.

This brings us to his office...the Disney toy shop. Gordie came to Texas State



after serving twenty six years in the Air Force retiring as a Colonel. Throughout his career he had the typical Air Force office full of military memorabilia with the standard wall of awards and such. When he got here he wanted something different...so he started getting and displaying Disney Attraction Toys (ride vehicle toys from Disney Parks). When he collected all the attraction toys, he moved to toys from Disney movies. He now has over 100 toys displayed in his office. He also started collecting his trademark Disney Hawaiian shirts. He has over 50 shirts and can be seen wearing one on most Fridays.

Gordie is looking forward to his next trip to Disney World and his upcoming summer trip to Disneyland with his two grandsons. When he retires, he hopes to visit all the Disney Parks around the world. He says if you're ever in the Physical Plant Administration building, stop by and he'll show you his collection. If you ever want help planning a trip to Walt Disney World, send him an e-mail, he'd be glad to help.



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 are you related to a famous person (just to name a few suggestions)? We welcome any information you would like to share in the newsletter!

# LETTER FROM THE VICE PRESIDENT

...Continued from page 1

university to have some level of awareness that this is a very real issue for a significant portion of our campus community.

The question that I constantly ask myself is, "How can I help?" I encourage you to think of the same question. How can we help support our students, staff and faculty who might feel strongly about this and other issues when, at times, those feelings might even be directly opposed to our own feelings on a given issue? In our professional roles as members of the Finance and Support Services Division, I would ask that we remember the core values of Texas State University.

I suspect that most of us don't make a habit of studying the core values of the university posted on our webpage and printed in our annual catalog, but I think now is a good time for all of us to be reminded of their weight. By deferring to the values of the university, which were developed based upon broad consultation with a wide variety of campus stakeholders before being officially approved by our Board of Regents, it is possible to limit our bias, to contain our personal passion, and to restrain from overzealousness or outrage. This type of an approach allows for a more civil, structured, open, and supportive type of dialogue, and is in keeping with our staff roles at the university.

In pursuing our mission, we, the faculty, staff, and students of Texas State University, are guided by a shared collection of values that are listed here in no particular order.

Specifically, we value:

1. An exceptional undergraduate experience as the heart of what we do;
2. Graduate education as a means of intellectual growth and professional development;
3. A diversity of people and ideas, a spirit of inclusiveness, a global perspective, and a sense of community as essential conditions for campus life;
4. The cultivation of character and the modeling of honesty, integrity, compassion, fairness, respect, and ethical behavior, both in the classroom and beyond;
5. Engaged teaching and learning based in dialogue, student involvement, and the free exchange of ideas;
6. Research, scholarship, and creative activity as fundamental sources of new knowledge and as expressions of the human spirit;
7. A commitment to public service as a resource for personal, educational, cultural, and economic development; and
8. Thoughtful reflection, collaboration, planning, and evaluation as essential for meeting the changing needs of those we serve.

Approved by The Texas State University System Board of Regents on August 24, 2012 and by the Texas Higher Education Coordinating Board on January 24, 2013.

I would ask that all of us focus in on a few of the phrases in our core values that

are especially relevant today, but that are importantly not in reaction to the events of today. These are bedrock beliefs at Texas State and will likely serve us well in times both good and bad for many years to come.

Remember:

**We value a diversity of people and ideas.**

**We value a spirit of inclusiveness.**

**We value a sense of community.**

**We value honesty, integrity, compassion, fairness, and respect.**

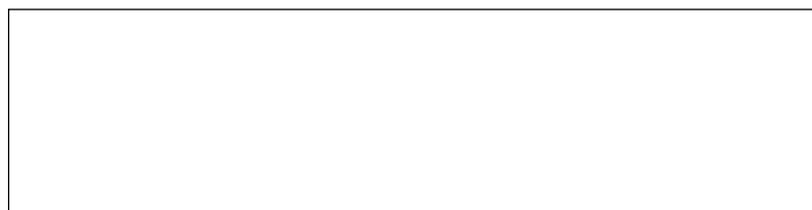
**We value dialogue.**

**We value student involvement.**

**We value the free exchange of ideas.**

Do your best to remember these and all of our core values as a university. Use them as talking points whenever you feel the need, and when you need a reminder of the strong foundation and beliefs that should guide us as we go about our daily tasks. I am proud to be a part of the Texas State Community. I am proud of our shared values. I am proud that we do not always accept what is comfortable or convenient as a community, but instead dare to ask difficult questions of ourselves in our dedication to making progress towards a world that both shares and models these values.

I hope you will join me in feeling that sense of pride and dedication. Even in difficult times, it's still a great day to be a Bobcat.



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*The rising STAR of Texas*

***Real liberty is neither found in despotism or the extremes of democracy, but in moderate governments.***

– Alexander Hamilton

## Committee

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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.