

Spring 2017

# FSS *Essentials*



**FSS VISION:**

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

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*Treasurer*

## LETTER FROM THE VICE PRESIDENT



***The Art and Science of a Freshmen Class:***

Unless you are directly involved in the admissions, transfer and matriculation processes at Texas State, the whole process of how we go about getting as many as 9,000 brand new students on campus each fall can be a mystery. This process is, in fact, very difficult and depends on a wide variety of important decisions and hard work by a great many people. I want to shed a little light on this process so that the rest of us can recognize its importance and give credit to the staff who tackle this complicated and high-stakes challenge each and every year. Obviously, students are the life blood of the university, and we all rely on admissions to bring us new students each year.

The first thing to understand is that our admissions team relies on every single person at Texas State to help recruit students. When we do our jobs well, whatever they might be, we help build the reputation and attractiveness of the Bobcat brand. No matter how good our admissions staff is, their work starts with having a great university to use in attracting students' interest in the first place. The fact that making Texas State a great place and a powerful draw for students takes all of us should not, I hope, come as a surprise. However, its importance might be better understood by explaining the admissions "funnel".

Let me describe the funnel from the bottom up. If our goal is to have 6,000 new first-time freshmen on campus in the Fall, historical averages suggest that we will need to grant admission to approximately 15,000 applicants. Going up the funnel, that suggests that we need approximately 33,000 applications and 90,000 inquires which requires us to have more than 350,000 students and families aware of Texas State as a high quality option for their education.

# DATES TO REMEMBER

## April

- Apr 1
  - April Fool's Day
- Apr 2
  - World Autism Awareness Day
- Apr 6
  - International Sport Day
- Apr 9
  - Palm Sunday
- Apr 10
  - Passover (Sunset)
- Apr 13
  - Thomas Jefferson's Birthday
- Apr 14
  - Good Friday
- Apr 16
  - Easter Sunday
- Apr 17
  - Tax Day
- Apr 18
  - Last Day of Passover
- Apr 21
  - San Jacinto Day (Texas)

- Apr 22
  - Earth Day
- Apr 26
  - Administrative Professionals Day
- Apr 27
  - Take our Daughters and Sons to Work Day
- Apr 28
  - World Day for Safety and Health at Work
  - FSS Employee Appreciation Picnic
- Apr 30
  - International Jazz Day

## May

- May 4
  - National Day of Prayer
- May 5
  - Cinco de Mayo
- May 11-13
  - Texas State Commencement

- May 14
  - Mother's Day
- May 15
  - International Day of Families
  - Peace Officers Memorial Day
- May 20
  - Armed Forces Day
- May 21
  - World Day for Cultural Diversity
- May 25
  - National Missing Children's Day
- May 27
  - Ramadan starts
- May 29
  - Memorial Day (Texas State Holiday)

## June

- Jun 1
  - Global Day of Parents
- Jun 4
  - Pentecost
- Jun 5
  - First Day of Summer I Classes
- Jun 6
  - D-Day
- Jun 11
  - Trinity Sunday
- Jun 14
  - Army Birthday
- Jun 14
  - Flag Day
- Jun 18
  - Father's Day
- Jun 19
  - Emancipation Day (Texas)
- Jun 20
  - World Refugee Day
- Jun 21
  - First Day of Summer
- Jun 23
  - Public Service Day
- Jun 30
  - International Asteroid Day

# AND THE WINNERS ARE...

## January 2017 FSS QUARTERLY TEAM



FACILITIES PLANNING DESIGN AND CONSTRUCTION: Nate Wensowitch, Larry Miller, Michael Petty, Tom Sherwan, and Joe Murphy.

The efforts demonstrated by this team will assist the university in accomplishing the goal of increased seating capacity at Strahan Coliseum during graduation, commencement, and special events. Seating for family members of historic first-time graduates is the true benefit to the institution. This team has made a contribution to that goal.

# 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, April 20**  
**Custodial Operations**  
11:30 a.m. - 12:30 p.m.

**Wednesday, May 24**  
**Treasurer/SBS**  
12:00 p.m. - 1:00 p.m.

**Wednesday, June 21**  
**Grounds Operations**  
12:00 p.m. - 1:00 p.m.

# SPOTLIGHT ON THE GOLF PRO SHOP

At the corner of Post Road and Bert Brown Road stands a unique waypoint for motorists approaching the University, and an early case study in adaptive reuse. Known today as the former Pro Shop at the University's Spring Lake Golf Course, this little gem of a building, almost hidden behind ramshackle golf cart sheds and tacked-on additions, is a testament to the endurance of architecture with character.

Modest in size and utilitarian in function, yet charming in its styling and craftsmanship, its form reveals its origins as a gas station. This structure was built, likely in the 1920s, beyond the northeast edge of town. While today it stands along a side road, Post Road was then a portion of the Meridian Highway, billed as "The Main Street of North America," part of an ambitious plan to link the US with Mexico and Canada.



San Antonio to Austin and Dallas. The station's heyday serving the needs of early motorists was cut short though by the construction of a new bridge across the Blanco River in 1940 and the rerouting of the highway further to the east.



In 1926 San Marcos' visionary entrepreneur A.B. Rogers constructed Spring Lake Golf Course adjacent to the little gas station and followed this with his 1929 Rogers Spring Lake Park Hotel (now Spring Lake Hall). In about 1940, with its original function no longer commercially viable, the quaint former gas station sitting at the corner of the golf course was seen as an opportunity for transformation - into a pro shop which would become familiar to generations of students, faculty and local citizens alike. Today with the closure of the golf course we face a similar transition point in this continuing story, where the future of this architectural gem rests in the hands of those with vision and imagination.



The secretary/treasurer of the national Meridian Highway Association in the 1910s and 1920s, G. A. McNaughton, was from San Marcos and students from the College participated in planning and promotional tours. On a regional level the road was part of the major route linking



# STAFF SCOOP

FSS Employee News



Recent graduate, **Vanessa Salazar**, received her M.A. in Communication Studies from Texas State University, obtaining certifications in both Corporate Training and Development, and Mediation. This

Spring, she is scheduled to present her thesis research in San Diego with her mentor Dr. Stephanie Dailey. Focusing on organizational communication, rhetoric and training she looks forward to apply her research to help expand the communication function for Human Resources. She is thankful for her professors for their tutelage and especially grateful to Dr. Dailey for her mentorship. She dedicates her achievements to her family, whom she loves very much.



**Steven Herrera** has accepted the position of Director of Transportation Services. Mr. Herrera will now be responsible for the Bobcat Shuttle, Parking Services, and Alternative Transportation.

Congratulations, Steve!

**Manuel Pantoja** of Materials Management and Logistics and his fiancé, Amanda welcomed their son, Draven Jaxon, on 12/7/16 weighing 8lbs 9oz.

**Monica Sanchez** of Materials Management and Logistics and her husband, Michael, are proud to announce the birth of their son, Michael Sanchez II. Baby Michael was born on December 12, 2016 and weighed 7lbs. 12oz.

## MEET OUR NEW TEAM

*Joshua Arguelles*

Human Resources Assistant  
Office of Human Resources



Originally from the McAllen, Texas area, Josh graduated from Texas State in 2015. He enjoys exercise and teaching his Group Exercise classes as part of the WellCats program. He joined HR in December of 2016, and works with Rose Trevino in Work Life. We're thrilled to have Joshua join the Work Life team. Welcome, Josh!

*Kellie Rodriguez*

Accounting Clerk II  
Student Business Services & Bursars

Kellie comes to us from Live Oak Health Partners in Kyle, TX. She was born and raised here in San Marcos. She and husband Enrique have 3 children; son- Devin, 13 and daughters- Brooke, 10 and Janelle 19. In her down time she likes arts & crafts, baking, watching movies, and spending time with her family. She's excited about working here at Texas State and being a Bobcat!!!

*Celeste Alleyne*

Head Cashier  
Bookstore

*Amanda Cardoso*

Duplicating Equipment Operator  
Printing Services

*Jamie Cathcart*

Administrative Assistant II  
Mail Services

*Melissa Guth*

Procurement Analyst  
Procurement and Strategic Sourcing

*Jennifer Rodriguez*

Procurement Analyst  
Procurement and Strategic Sourcing

*Christa Smith*

Accountant IV  
Accounting Office

*Gregory Hode*

Electrician I  
Facilities Operations

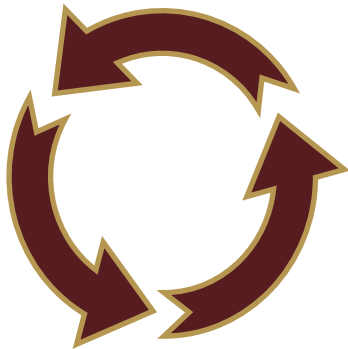
Greg comes to Texas State after serving 13 years in the U. S. Army and 10 years at Industrial Electrical Services in Sequin. His hobbies include fishing, hunting, riding his Harley Davidson motorcycle and shooting weapons.



# PERFORMANCE MANAGEMENT

## *The Performance Review: The final step in the cycle.*

It's hard to believe that the new performance management process, which went live June 1, 2016, is entering its last phase in the cycle: the performance review. This third and final step of the cycle focuses on supervisors evaluating the performance of their individual team members based on the performance plan. This new process now gives employees the opportunity to self-assess their performance, too.



Both supervisors and employees will complete their assessments online and later formally meet 1:1 to discuss the overall performance of the year. Once agreed on the final assessment, the second-level manager acknowledges online, followed by a last round of acknowledgements by the supervisor, employee and second-level manager. The deadline for all performance reviews is May 31, in order to meet the merit eligibility cut-off.

### **Hands-on Training:**

Hands-on training to prepare for the phase begins today, April 3 and run until the last week of May. This round of hands-on training consists solely of Open Labs, which focuses on helping you work through the steps of the review process using the live online system. These steps are:

1. Manager is notified to log into SuccessFactors (the online system) to start process
2. Manager enters employee job duties into the review document online
3. Employee is notified to log into SuccessFactors to complete self-assessment
4. Manager completes employee assessment online and moves forward to 1:1 meeting
5. A 1:1 meeting takes place between supervisor and employee
6. Manager sends review online to second-level manager for review
7. Once reviewed, the employee acknowledges online
8. Manager acknowledges online
9. Second-level manager acknowledges online
10. Process is now complete!

To register for hands-on training in an open lab environment, go to the SAP Portal and click on the Training and Development tab. You can locate a date and time that works best for you in the Course Catalog, under Organizational Excellence. Training is not required, but highly recommended.

Step-by-step job aides regarding how to complete performance reviews have been added to the performance management website, at [www.hr.txstate.edu/performance-management/resources.html](http://www.hr.txstate.edu/performance-management/resources.html).

For questions, please contact [performancemgmt@txstate.edu](mailto:performancemgmt@txstate.edu) or call 5.2557.

## BOBCAT CHATTER

*What is one thing your coworkers wouldn't normally know about you?*

### **Tracy Ryan**

*Senior Budget Analyst  
Budget Office*

"I make and sell handmade jewelry and sell it at Farmer's Market here in San Marcos on Saturday mornings. In addition, my husband and I raise chickens, and we sell farm fresh eggs."

### **Andrea Tutoki**

*Facilities Management Systems Specialist  
Facilities Management*

"I volunteer as one of the Coaches of the San Marcos High School Mountain Bike Team, part of the National Interscholastic Cycling Association. The team travels to five races each season, which runs from January thru April, camping with approximately 20 students participating."

### **Anna Hale**

*Accounting Services Coordinator  
Accounts Payable*

"My passion for the 50's! I love the blues, swing dancing and the gorgeous dresses with petticoats."

# OFF THE CLOCK

**Jerry Cochran**

*Facilities Maintenance Worker II – Facilities Operations*

Since 1963, on the second Saturday of June, an extraordinary race nicknamed “The World’s TOUGHEST Canoe Race” is held. This event better known as the Texas Water Safari spans a distance of 260 miles that can (and will) test one’s endurance, strength and will...this competition has been known to make grown men cry!



Jerry Cochran a canoe race ultramarathoner grew up along the San Marcos River and as a result enjoyed fishing with his family and would use a canoe when they would fish on the river. He was intrigued by the first time he saw his first Texas Water Safari event and saw the canoers paddle by his house. He and his uncle then decided to give it a try... after all, how hard could it be...Right? Well, it turned out that it was not as easy as they thought. It was pretty darn difficult. He said that on their first attempt they only got about a third of the way before they dropped out. They made this decision because they knew that they were not going to make the required 100 hour time limit to reach the finish line. Regardless of their first attempt, he was hooked and has been racing canoes ever since.

The average participation in recent years is 125 or more teams. The traditional starting point is at the headwaters of the San Marcos River to the little town of Seadrift after crossing the San Antonio Bay. There are a number of categories from novice, solo, two person men’s, two person women’s, mixed coed division and an unlimited class (any

design canoe with up to six people). Canoes range in length from seventeen feet for the novice and up to forty three feet for the unlimited class. Jerry has competed in several of these events but usually entered in the unlimited class.

There is no prize money awarded to the winners... just Texas-size bragging rights for those who finish the race and trophies. The fastest team receives the Argosy Cup Traveling Trophy for a year. Most of the faster teams take from 40 to 60 hours and travel without sleep and take turns each hour or so to eat and drink. Wow, two to three days without sleep!

In addition to the length of the course, some of the challenges of this intense race include whitewater rapids, whirlpools, multiple portages (log jams), and encounters with mosquitoes and wildlife (alligators, alligator gars, etc.) and of course the relentless, soul-sapping Texas heat. Training is therefore crucial in preparation for this event. Training consists of three to six hours or more on weekends along with several sessions during the week. The participants also do cross training, such as running, swimming and weight lifting to build endurance and strength. Jerry says that

he appreciates our Wellness Program for the opportunity to lift weights or run on most of his days during lunch.

Jerry also volunteers on the safety team during the race but one year they received a very strange report. At one of the checkpoints (set up to keep track of the racers), a naked man was sighted on the river bank and the team was called out for assistance. When they arrived to the scene, they found a racer sitting alone in his canoe because his partner had taken off all of his clothes and jumped out of the canoe and scrambled into the woods shouting “they” were after him. The naked canoer had been badly bitten by mosquitos and ants, and scratched up. The safety team tended to his wounds and was okay after getting some rest. To this day however, he has not lived down the nickname of “naked man”.

Of the many years that Jerry has participated, he said that his most memorable year was in 1994 when he raced with his mother and his wife in a canoe that they built. Jerry said that in the beginning, their relationship was like water and oil. Jerry shared the following story about this experience: “During a practice, we happened on a calf stranded below a small bluff and I was chosen to climb up and rescue it. As I got up to the calf, all I could hear was arguing about who was supposed



*Continued on page 7...*

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 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!

to do what as the boat drifted around the corner. I wasn't sure who would be left when it came time to get back in the canoe, only to have them paddle back up laughing as I pushed the calf up the bank. We finished tenth that year and my mother is the oldest female finisher, something she was quite proud to have done." In the end, this turned out to be a great bonding experience.



Jerry is often asked why he continues his involvement in the race. One is the variety of conditions along the river and even though it is the same course every year, constant changes from flooding and different river flows present a new challenge every year. He also

mentioned the many strange stories that have happened over the years. One of these stories is that during one night, an alligator gar jumped into a canoe and broke a canoer's ribs. He thinks that the gar are attracted to the lights. Another reason he enjoys participating is the fact that there are not a lot of manufactures of these types of racing canoes. This presented an opportunity for Jerry in which he and his partner build their own canoes from carbon fiber and Kevlar.

Overall, Jerry started competitively in 1972 and has been a champion seven times in several events. Jerry says that he is not as competitive as he used to be and plans to volunteer during this year's competition. He still paddles a couple of times each week. Through these experience, he has gained many long lasting friends and looks forward to seeing them each year.

If you are interested in cheering the racers this June, there will be plenty of front row seats along the river to cheer them on as they paddle down the river on their journey to the coast ...just watch out for the naked man!

## BE MORE THAN HEALTHY, BE WELL!

Does being "healthy" and being "well" mean the same thing? The short answer is, "No." There are many definitions to choose from, but basically, health refers to your overall physical and mental condition, whereas wellness refers to a positive approach you take to living in order to enhance your quality of life. In other words, if you're healthy, you are free from mental and physical disease. On the other hand, wellness is a way of living that will help you reach your full potential.

To be "well" requires a balance among different parts of your life. While different theories exist, a common one used to describe wellness has 8 dimensions, as shown below.

For example, physical wellness involves seeking healthcare when necessary; exercising regularly, safely, and effectively; eating well; and getting enough sleep. Social wellness involves seeking satisfying relationships; building healthy, caring and supportive relationships; and giving and receiving love. Occupational wellness is wellness at work. It involves having a balance between work and personal time; enjoying your job; appreciating how important your job is; and also how your job makes your life better.



Think about this! – Which parts of the wellness model above are most developed in your life? Which need more attention? How will you improve in the areas that need to be better? Let WellCats help you become MORE well.

While many of our services are obviously designed to improve physical wellness, they also help you improve the other dimensions of wellness.

For example, our fitness training classes improve social wellness because they are offered in a group setting so you can get to know other people – You get to exercise while getting to know your fellow colleagues from all across campus, and you do this outside of work. WellCats also offers several classes to improve emotional wellness. Our yoga, meditation, mindfulness, or strength, stretch, no sweat classes will help you relax and reduce your stress.

WellCats is continuing to grow and to provide more activities to support each area of wellness. If you have not already done so, be sure to join WellCats, your FREE employee wellness program designed by faculty and staff for faculty and staff. WellCats will help you achieve true wellness.

For more information, go to:  
<http://www.hr.txstate.edu/worklife/wellcats.html>

# LETTER FROM THE VICE PRESIDENT

...Continued from page 1

It does not take long to understand the fact that the admissions process can never stop in order to reach this number of students. The university must be constantly engaged in strategic level marketing and awareness efforts. Those might include our athletics events, our faculty publishing and being recognized in the press, lifting up the successes of our alumni, and constantly pursuing efforts to share the stories of how Texas State is great. We then must focus our efforts on getting a large number of students from the awareness level to actually make an inquiry. That could be a campus visit, or requesting that information be mailed, or simply spending time on our website learning more about us.

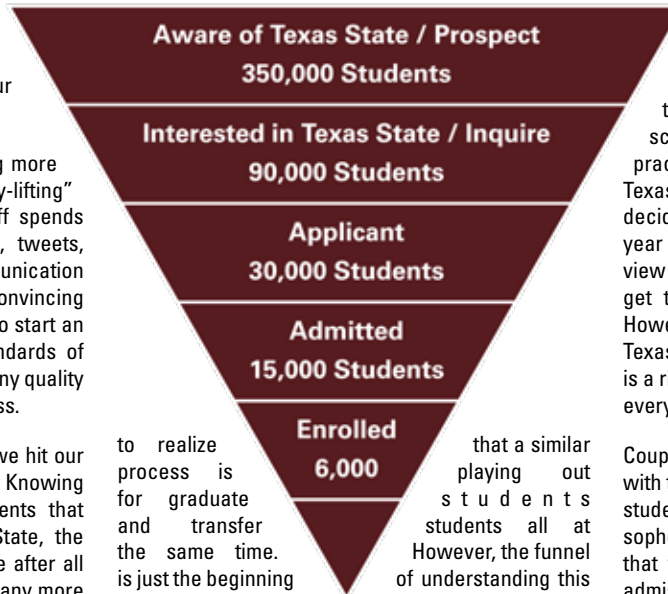
As we move down to the level of securing more than 30,000 applications, the real "heavy-lifting" of our admissions staff begins. Our staff spends countless hours on phone calls, emails, tweets, texts, and virtually any other form of communication with the best and the brightest students convincing them to apply. Only about half of those who start an application will meet the admissions standards of Texas State, so it is important to have as many quality applicants as possible going into the process.

At some point in the spring of every year, we hit our goal for the number of admitted students. Knowing that only about 4 out of every 10 students that we admit will actually enroll at Texas State, the admissions staff's efforts are far from done after all the work to secure those 15,000 admits. Many more hours of one-on-one communication are invested in shepherding and convincing the very best students in our applicant pool to make the decision and actually enroll in classes. You would think that the admissions staff could breathe a sigh of relief once they have those 6,000 students enrolled, but that is definitely not the case.

The phenomenon of "Summer melt" is the nemesis of every admissions department. Students change their minds even after enrolling in class, and many simply don't show up for class in the fall. Often we never really know why. For that reason, the admissions

staff must stay in touch with students all summer to ensure that they do not slip through the cracks or decide to go somewhere else. Nevertheless, some summer melt is unavoidable, so new students are still being recruited to replace those who melt away all summer.

The admissions funnel is important to understand in order to appreciate the hard work that goes into getting a large, high-quality class, and it is important



to realize that a similar process is playing out for graduate students all at the same time. However, the funnel is just the beginning of understanding this complicated process. Every year, unique issues arise that can greatly complicate this process. As with most things, understanding the larger context is crucial to really appreciating this process.

For example, one change that happened this year has universities around the country questioning every step of the process. The Free Application for Federal Financial Aid (FAFSA) has historically been due sometime in the spring, and is an important piece of the admissions puzzle for many schools. This year, the FAFSA was made available in October; many

months earlier than in the past. This change, while good for families, has made relying on historical trends very difficult for universities. Students have applied much earlier than in the past and they have continued to increase the number of schools that they apply to. We rely on about 1 in 3 of our inquires turning into an applicants, about 1 in 2 of our applicants being admitted, and about 4 in 10 of our admits actually enrolling. When external factors, like the FAFSA, change things in big ways, the historical numbers we have relied on come into question.

Perhaps driven by the new level of uncertainty that the FAFSA change has created, some schools have decided to change their admissions practices. For example, both the University of Texas at Austin and Texas A&M College Station have decided to admit several thousand more students this year than they did just last year. They undoubtedly view this as a conservative way to ensure that they get the size of freshmen class that they desire. However, since a large number of our applicants at Texas State have also applied to UT or A&M, there is a ripple effect of their decisions on us and virtually every other university in Texas.

Couple everything that we have discussed above with the fact that the admissions process for the best students can start in many cases as early as their sophomore year in high school, and then consider that the process of working students through the admissions funnel never stops. Admissions officers are simultaneously working on every level of the funnel with different students, and even working on next year's funnel while this year's is still an active work in progress.

Now that you have a greater appreciation for the complexities of the admissions process, please join me in thanking the admissions staff for what they do. Without their hard work and dedication, the rest of us would not have the opportunity to work at what I consider to be one of the finest institutions of higher education in the country. Let's all do our part to make their jobs easier by doing our jobs well.



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**Whose hand at the foundry, whose plow in the rain,  
Must bring back our mighty dream again.**

– Langston Hughes

### Committee

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- Sylvia Cruz (SC17@txstate.edu)
- Stephanie Daniels (SD1344@txstate.edu)
- Karen Munoz (KM26@txstate.edu)

- Melinda Olivo (MZ10@txstate.edu)
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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.