



HR Notes

ASU DEPARTMENT OF HUMAN RESOURCES

August 2013

In this Issue

- New Training Available..... 2
- Great College, cont'd..... 3
- New Training, cont'd..... 3
- ERS News 4
- Employee Discounts..... 4
- New to ASU 5
- ASU Employee Birthdays - August ... 5

Great College to Work For

Angelo State University has been named one of the “Great Colleges to Work For” for 2013 by the *Chronicle of Higher Education*, the major national news source for college and university faculty and administrators.

The announcement was made Monday, July 22, with the release of the *Chronicle’s* latest edition, dated July 26. ASU was one of 97 institutions of higher education so recognized nationally by the *Chronicle*, which surveyed employee job satisfaction in 12 categories. ASU received recognition in two of those categories: supervisor/department chair relationship and facilities, workspace and security.

Angelo State President Brian J. May said, “This honor reaffirms what we have long known, that ASU is not only a great place to get a college education but also a great place to work. This recognition reflects the team effort of both our faculty and our staff to deliver a quality education to our students. It is appropriate that our employees’ good work is receiving national recognition

because they create such a positive and supportive work environment.”

Kent Hance, chancellor of the Texas Tech University System, the governing body for Angelo State, offered his congratulations to ASU faculty and staff for their accomplishment.

“Our faculty and staff members are the backbone of all that we do,” Hance said. “Angelo State not only offers an outstanding education, but a great environment to work in day after day. We are proud of Angelo State for receiving this recognition and grateful to have such outstanding faculty and staff members on our team.”

The “Great Colleges to Work For” designation is based upon surveys conducted earlier this year of more than 44,000 employees at 300 colleges and universities nationally. Angelo State was one of 11 Texas four-

Continued on Page 3

New Training Available

The Office of Human Resources is happy to announce the arrival of the following new training videos for checkout by departments:

The Power of Positive Discipline – You have a discipline problem with an employee. You’ve tried looking the other way. You’ve tried gentle reminders. Maybe you’ve even tried getting mad. Nothing changed. So now what do you do? How do you handle the situation in the best possible way for the employee and for your organization?

Disciplining employees is never easy. But, if you follow the progressive steps illustrated in this positive discipline video, it doesn’t have to throw you for a loop every time. Instead of disruption and anxiety, positive discipline can make working with employees to help them improve their job performance a rewarding part of any manager’s or supervisor’s job.

Run time: 21 minutes. Format: DVD.

Conflicts in the Workplace: Sources & Solutions –

Constructive disagreement can add value, as employees compromise and reach better decisions based on input from others.

While acknowledging common sources of conflict, this entertaining video provides eight specific, reliable solutions: skills that help you put aside your differences, control your emotions and move forward.

Learn these solutions:

- Responding with empathy
- Active listening

- Setting a limit
- Finding something to agree with
- Using “I” language instead of “You” language
- Disengaging to cool off
- Appealing to mutual self interest
- Attacking the problem, not the person

Run time: 17 minutes. Format: DVD.

Customer Service Counts – Viewers will enjoy the amusing story of two coworkers who start their day experiencing bad customer service as customers themselves. Comparing notes, they enter a friendly competition to see who can offer the best customer service that day on the job. As they demonstrate sales skills and handle rushed (even unhappy) customers, their fun rivalry reminds employees that customers are people, too. And, it makes the point to employees that their peers are counting on them as well.

In fact, coworkers are also customers. Everyone has “internal customers” when helping other employees meet common goals. And, every employee represents the organization when encountering outsiders, whether customer service is a major part of their job description.

Run time: 18 Minutes. Format: DVD.

The Respectful Communicator: The Part You Play – Effective communication is at the heart of organizational performance. When miscommunications occur, results are bound to suffer. In today’s diverse workplace, a number of things can undermine successful communication, including a perceived lack of respect or inclusion.

This program shows how taking a few extra steps can keep misunderstandings to a minimum.

Benefits:

- Shows how interpersonal communication can make or break productivity and morale
- Provides practical learning on the sometimes abstract concepts of respect and inclusion
- Illustrates how to communicate clearly (without demeaning, devaluing or offending others)

Run time: 18 minutes. Format: DVD.

Leadership at Every Level – This leadership training video begins by demonstrating four successful management styles: direction, influence, collaboration and delegation. It then explains how your setting and your subordinates determine which management style is most appropriate for your situation – and the need to adapt to changing circumstances. Our dramatic scenes help you recognize leadership behaviors at all levels of an organization. You’ll learn how to exhibit leadership by making good decisions and keeping your own emotions under control. And, you’ll learn the critical importance of personal integrity.

Run time: 24 minutes. Format: DVD.

Dealing with the Irate Customer – This is a customer service video that teaches skills to turn angry

Continued on Page 3

Great College, cont'd

year institutions of higher education to make the list and one of only three state-supported universities to be honored. ASU was joined on the list of Texas state-supported institutions by Sam Houston State University in Huntsville and the University of Houston main campus. ASU was previously identified as one of the nation's "Great Colleges to Work For" in 2009.

ASU Human Resources Director Kurtis Neal said, "This recognition represents the pride and integrity that we all have in our work here at ASU. When we all put in our best efforts, we all benefit from those efforts. Organizations are only great if the people are great. This is not

just a level of recognition for us as a place to work, but an acknowledgment of how great our folks are that work here."

Additionally, Neal said the recognition's broader national exposure among potential faculty and administrators will enhance the university's ability to recruit faculty, staff and administrators.

Neal reported that Angelo State has 819 employees. Of those, 340 are faculty and the remaining 479 are staff.

The Chronicle survey evaluates employee satisfaction in four general areas: leadership, the workplace, careers and

compensation. Each area has three categories. For leadership, the categories are collaborative governance, confidence in senior leadership and supervisor/department chair relationship. In the workplace area, the categories are diversity, work/life balance and facilities, workspace and security.

In the career area, the categories are professional/career-development programs, teaching environment and tenure clarity/process. For compensation, the categories are compensation/benefits, job satisfaction and respect/appreciation.

New Training, cont'd

customers into satisfied customers. Your employees will learn to stay professional and not take it personally when they have to deal with a difficult customer, whether in retail, health care, government or wherever. They'll learn that their basic customer service skills are a first line of defense – it's hard for customers to be mean to someone who's being nice to them. And, they'll learn three powerful "breakthrough techniques" that can be used if the situation escalates and threatens to get out of hand.

Run time: 21 minutes. Format: DVD.

Professional E-mail Etiquette – Avoid embarrassing errors and make your best impression on

customers and colleagues. The impression you leave with others about the quality of your organization and your own personal competency is largely based on the courtesy and professionalism of your e-mail correspondence. No matter how long you've been using e-mail, you'll learn some very important guidelines in this video – guidelines that will protect you from catastrophes and ensure your messages are professional, every time.

Run time: 26 minutes. Format: DVD.

Being Assertive – Assertiveness is defined as the ability to express yourself openly and honestly without denying the rights of others.

As this program shows, it is a key skill that enables people to prevent and resolve problems that may be interfering with the achievement of individual and team goals.

Benefits:

- Depicts the benefits of being assertive
- Improves individual effectiveness
- Removes barriers to communication

Run time: 23 Minutes. Format: DVD.

Please contact Lori Chandler at 942-2168 to discuss your training needs and/or view these videos.

Tobacco Certification Required: If you have already certified whether you use tobacco, you do not have to certify again. Employee Retirement System of Texas (ERS), who administers our benefits, is requiring that all members certify the tobacco usage status of themselves and every eligible dependent enrolled in the medical plan. A “yes” or “no” answer is needed for every employee and family member with health coverage, even if no one enrolled in the medical coverage uses tobacco. **Those ages 18 and over who are not certified will be charged the Tobacco User Premium starting Sept. 1.** You may certify through your [ERS online account](#), by contacting Human Resources at 942-2168 or luann.mccorkle@angelo.edu, or by calling ERS customer service toll free at 866-399-6908.

Short and Long-Term Disability: Aon Hewitt is the new third-party administrator for short- and long-term disability insurance effective Sept. 1. The Texas Income Protection Plan (TIPP) website is now available at www.texasincomeprotectionplan.com. During Annual Enrollment, you may enroll in short- and/or long-term disability, but an EOI is required. The EOI process is initiated on [ERS Online](#) (www.ers.state.tx.us/home.aspx) or by contacting Luann McCorkle (luann.mccorkle@angelo.edu) through Aug. 9. Once the EOI online is initiated, you will select the coverage in which you want to enroll, then choose how you want to receive the information from Minnesota Life, either by e-mail or mail. Minnesota Life will contact you within two weeks.

Definition of a “Full-Time” Employee Changes for Health Insurance Only: The definition of a full-time employee for medical insurance is changing. As of Sept. 1, employees designated by ASU as

working 30 hours or more per week in a benefits-eligible position will receive the full state contribution for their health insurance premium. Please click [here](#) for more legislative changes to ERS benefits.

TexFlex Health Care Limit to Change: The ERS TexFlex program currently allows participants to contribute up to \$4,996 a year into a health care account. As of Sept. 1, 2013, changes to federal law will lower the health care maximum annual contribution from \$4,996 to \$2,496. On Sept. 1 of each year, you are automatically re-enrolled in TexFlex accounts at your same annual contribution level, unless you make a change during Annual Enrollment. If your Plan Year 2013 annual contribution is more than \$2,496, ERS will automatically reduce the annual contribution to \$2,496 for the upcoming plan year. This change does not affect day care accounts, which will still have a maximum contribution of \$4,996 a year. There is also no change to the administrative fee or the optional TexFlex debit card fee. The administrative fee is \$12 a year for each account. The optional debit card fee is \$15, even if you have both health care and day care accounts.

Annual Enrollment

Confirmations: If you make any changes during Annual Enrollment, please be sure to verify that your benefit elections are correct. ERS sends confirmation via e-mail to help you make sure your benefits taking effect Sept. 1 are correct. **Your current coverage will remain the same unless you make a change during Annual Enrollment.**

We are excited to present the following discounts to ASU Employees:

- **Six Flags Over Texas discount tickets:** [Purchase your tickets online.](#)
- **SeaWorld San Antonio:** \$10 off a one-day adult or child (age 3-9) admission ticket. Adult at Kid’s Price, plus second visit FREE. 4-Pack for \$189. Discount coupons available in the HR Office. Limit six people per coupon. Valid through Jan. 5.
- **Outback Steakhouse:** \$5 off the purchase of any lunch entree. Valid through Sept. 19. Coupons available in the HR Office.
- **Quiznos:** Various coupons. Expires Sept. 8. Coupons available in the HR Office.
- **Sam’s Club:** [Free \\$25/\\$10 gift card when you join or renew your membership. Expires Aug. 31.](#)
- Various other discounts on travel, electronic equipment, health and wellness, and many more products thru the **ERS Discount Purchase Program “BenePlace”:** [BenePlace website for ERS members.](#)
- **Cell Phone Discounts:**
AT&T: [AT&T website for government employees.](#)
Sprint: [Sprint website for Texas government employees.](#)
Verizon: Contact Jonathan Gascoyne at 512-470-5980.
T-Mobile: 15 percent discount on qualified rate plans and activation fee waived (savings of \$35 per line). New customers call 866-464-8662 with promo code 17317TMOFAV. Existing customers call 877-453-8824. Proof of employment and agreement extension may be required. Contact stateoftexas@t-mobile.com with questions.

New to ASU

ASU Employee Birthdays - August

Please join the Office of Human Resources staff in welcoming the following new employees:

Jazmin Hernandez – HSI

Aaron Kentner – University Recreation and Intramurals

Eden Leone – English and Modern Languages

Michelle Morrow – College of Education

Marcie Puckitt – English and Modern Languages

Peter Rivera – Housing and Residential Programs

Arturo Valdez – Visual and Performing Arts

Adams, Tommy	Lawrence, Richard
Aguilar, Elva	Lee, Sharon
Aguilar, Faustino	Martinez, Anna
Anderson, Dara	Martinez, David
Barnes, Autumn	Mathews, John
Bloomquist, Denise	Mayrand, Leslie
Brown, Connie	McCarver, Michael
Brown, Ian	McCorkle, Luann
Bunker, Katherine	McGilvery, Christopher
Burt, Michael	Meyer, Janet
Busby, Kimberly	Moody, Rex
Carter, David	Morris, Lorri
Cline, Amanda	Neal, Kurtis
Constancio, Leonor	O'Neal, Vara
Cox, Martha	Peter, Marshall
Craddick, Douglas	Phillips, Michael
Crouch, Mark	Pillsbury, Paul
Cummings, James	Plott, Charles
Dailey, Jeffrey	Pumphrey, Ronald
DeCelles, Michael	Putman, Amanda
Dickison, James	Ramirez, Kristin
Dowler, Paula	Ray, Juliet
Droll, Jackie	Sauncy, Toni
Faught, David	Schkade, Rebecca
Fierro, Kristi	Schneebeli, Aundrea
Fraga, Angelita	Seibert, Elizabeth
Fuchs, Ashlee	Sepulveda, Stacy
Gandy, Pamela	Smith, June
Garcia, Robert	Solomon, Marva
Garza, Roberto	Soza, Lorina
Gaulden, Corbett	Starkey, Thomas
Guess, Nolan	Stewart, Brenda
Guevara, Ernest	Storms, Wendy
Harris, Chad	Sum, Benedict
Hereford, Joey	Swafford, Dallas
Herring, Chad	Taylor, Carey
Hightower, Bynum	Taylor, Travis
Hogeda, Jose	Varela, Jolene
Johnson, Helen	Walton, Michael
Jones, Crosby	Watts, Deanna
Kelley, Constance	Wegner, John
Kennemer, Tracey	Weller, Nancy
Kirby, Nancy	Williams, Susan
Lamberson, Christine	Williamson, Amy