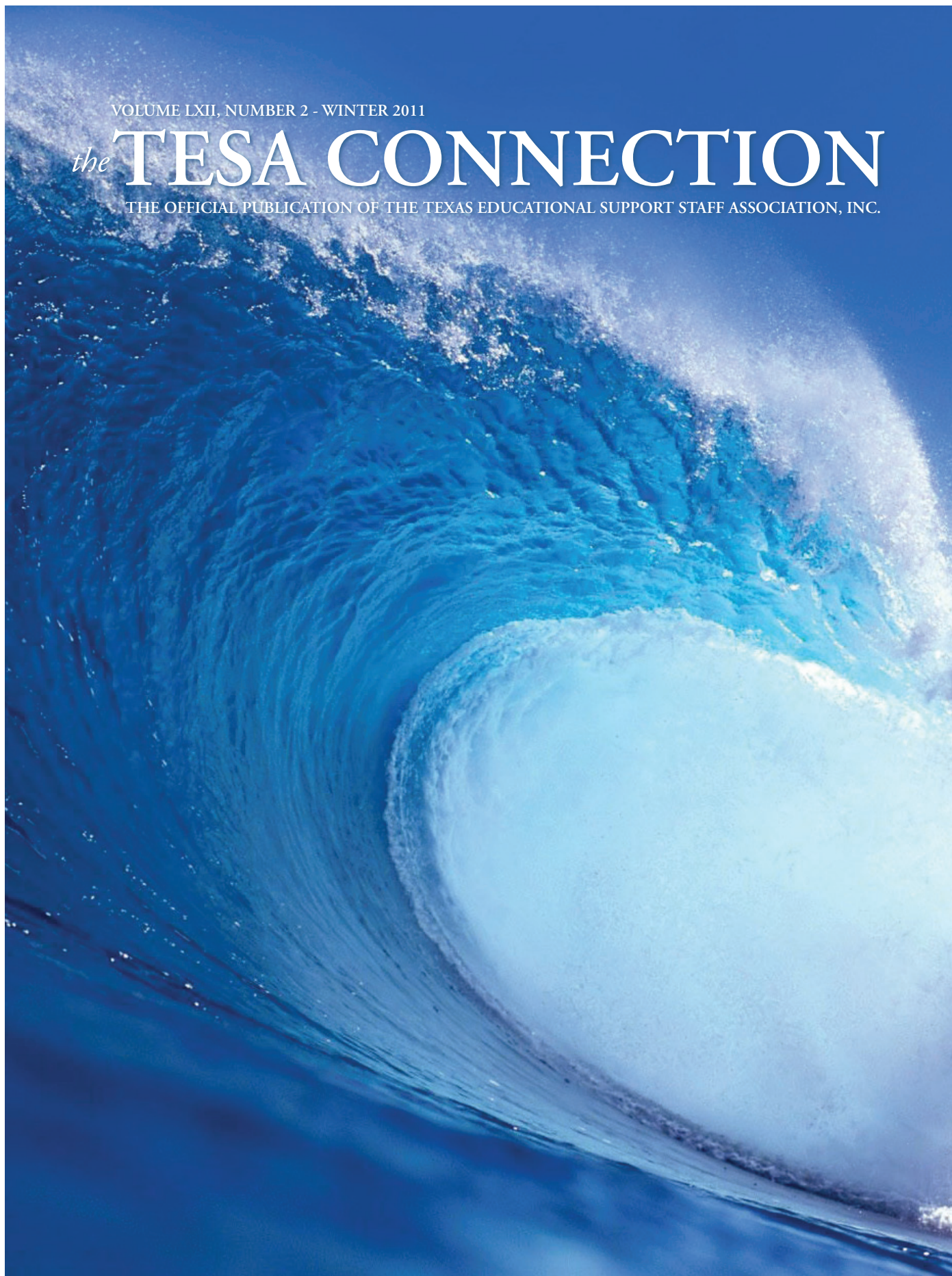


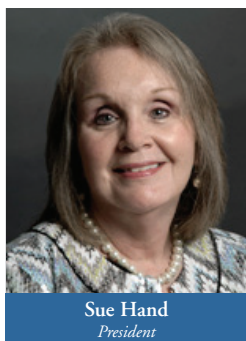
VOLUME LXII, NUMBER 2 - WINTER 2011

the TESA CONNECTION

THE OFFICIAL PUBLICATION OF THE TEXAS EDUCATIONAL SUPPORT STAFF ASSOCIATION, INC.



President's Message



Greetings TESA members,

This issue signifies the halfway mark of another school year. A fall full of changes...end of summer and the beginning of the semester with football, pep rallies and bonfires; daylight savings time; pulling out sweaters and gloves—choosing holiday pumpkins, turkeys, Christmas lights and making wish lists! It is “Goodbye to 2011 and Hello 2012,” all brought together with New Year’s Resolutions, at least just a few!

The 2011 Fall Work Conference (FWC) Ocean of Diversity rolled in on the “waves of change,” as we celebrated TESA’s final fall work conference. Complete with a change of format and a historic panoramic photo, I proudly report 130 in attendance and a huge success as TESA members

bid a bon voyage to the fall conference programming at the Embassy Suites San Marcos in November. Now, all eyes are on the Omni Hotel Colonnades San Antonio as we make plans to attend the 2012 Summer Work Conference June 19-22, 2012. Look for more information in this issue and check our website for updates as registration goes on line March 15.

Our TESA professional development program, Staff Training for Effective Management (STEM) has been extremely busy booking more than 30 STEM classes and more planned between now and summer. Consultant Training (CT) for experienced consultants is scheduled for February 24-25. More information on CT and the current STEM calendar can be found in this issue and on our website.

As TESA continues to celebrate sixty years, I wonder how many of you missed the “good old days,” working with carbon paper, Dictaphone, erasable bond paper and the ever-famous ditto machine. Technology has enabled us to come a long way by increasing the speed and efficiency of today’s educational office professional. We celebrate our diversity by membership in unique professional organizations such as TESA and NAEOP. Within the educational field, our common bond is our service in the school districts and our diversities throughout the multiple institutions and states where we diligently and proudly perform our jobs as educational office professionals.

TESA and NAEOP have had a long-standing active affiliation. Many past NAEOP Presidents are honorary TESA members and many TESA members have served in various capacities at the national level. We are especially proud of Mildred Bennett, Jean Faulkenberry, Marilyn James and Linda Sockwell who have served as NAEOP Presidents. TESA has hosted three national conferences and received national awards for The TESA Connection and our website. Each year TESA is very well represented at the NAEOP Annual Conferences and our members in attendance can usually be found serving on the various committees and volunteering throughout the conference.

Calling all Volunteers! Where would TESA or NAEOP be without you? NAEOP has recently elected the 2012-2013 Officers and TESA members will have the opportunity to vote in our election process February 15 – March 15. Even if your name may not have been on either ballot – there is a place for you! Your contributions are valuable assets and we welcome you to share your gifts and talents with your local, state and national organizations.

Don’t put away your surfboards – TESA has more waves of change to ride! Awaiting a huge TESA splash-down in June, San Antonio has its beach chairs out and pool-side umbrellas open. I look forward to seeing each of you there.

Sue Hand, CEO, CEOE
TESA President 2011-2012

Letter from the Editor & Table of Contents



Darcy Blackstock
Editor

After reflection of the events of 2011 along with looking forward to what 2012 has to present and continuing with President Hand's theme, TESA...An Ocean of Diversity, I am brought to a deep understanding of the correlation with TESA and the National Association of Educational Office Professionals (NAEOP). According to Webster's Dictionary the definition of diversity is the condition of having or being composed of differing elements: especially: the inclusion of different types of people (as people of different races or cultures) in a group or organization; programs intended to promote diversity in schools. Both organizations have survived the many waves of change encountered throughout the years because of the magnificently unique members in both of these outstanding associations.

Throughout this issue Elaine, Stephanie and I have included a very diverse selection of topics in an effort to encourage our membership to expand not only their minds for greater learning, but also their hearts for greater loyalty and their hands for larger service to the TESA and NAEOP associations. Members can reminisce with the pictorial of TESA's farewell Fall Work Conference, enjoy the memorable NAEOP Annual Institute and Conference (with movie stars and celebrities) and celebrate the many accomplishments of our fellow members.

As we continue this magical ride into 2012 let us always remain mindful of the numerous opportunities available from our local, state and national associations to learn, to belong and to serve by giving of our time, talent and treasures.

Darcy



Elaine Simmons
Assistant Editor



Stephanie McBride
Advertising Manager

NAEOP Spotlight.....5

TESA Fall Work Conference.....7

Feature Article by Jill Darling

Big, Bad, Bully Wolf Can't Blow This Workplace Down!

What To Do About Workplace Bullying.....11

Feature Article by Christine R. Ortiz

"How Motivation and Encouragement go hand in hand with

Perseverance and Determination to reach one's goal and dream in life"15

2011 NAEOP Conference.....19

Legislative Update.....25

2011 TESA Executive Board & Committees

Executive Board

Sue Hand

President
Lamar CISD
3911 Avenue I
Rosenberg, TX 77471
(832) 223-0280
lhand@lcisd.org

Pat Crawford

President Elect
Richardson ISD
9373 Whitehurst Drive
Dallas, TX 75243
(469) 593-1467
pat.crawford@risd.org

Darcy Blackstock

1st Vice-President
Channelview ISD
1403 Sheldon Road
Channelview, TX 77530
(281) 452-8008
darcy.blackstock@channelview.isd.esc4.net

Patti Walling

2nd Vice-President
San Jacinto College District
4624 Fairmont Parkway
Pasadena, TX 77504
(281) 998-6170
patti.walling@sjcd.edu

Ruth Lyday

Secretary/Treasurer
Celeste ISD
P.O. Box 67
Celeste, TX 75423
(903) 568-4721 X1000
lydayr@celesteisd.org

Bonnie Tomczyk

Member-At-Large
Affiliate Services Chairperson
Killeen ISD
110 N. WS Young Drive
Killeen, TX 76541
(254) 336-0074
bonnie.tomczyk@killeenisd.org

Cindy Bright

Member-At-Large
Area Workshops
Brownsboro ISD
P.O. Box 465
Brownsboro, TX 75756
(903) 852-3701 x1007
brightc@brownsboro.k12.tx.us

Lisa E. Gonzalez

Member-At-Large
Awards/Scholarship/Journalist Chairperson
Donna ISD
116 North 10th Street
Donna, TX 78537
(956) 461-4254
lgonzalez@donnaisd.net

Dianne Lemons

Member-At-Large
Nominations Chairperson
Mesquite ISD
405 East Davis
Mesquite, TX 75149
(972) 882-7320
dlemons@mesquiteisd.org

Wendy Klentzman

Immediate Past President /Marketing Chair
Retired-Alvin Community College
wendyklentzm@aol.com

Gerald Wharton

Parliamentarian/Legislative Consultant
Grapevine-Colleyville ISD
3051 Ira E. Woods Avenue
Grapevine, TX 76051
(817) 251-5531
gerald.wharton@gcisd.net

Wanda Honeycutt

STEM Chairperson
Retired-University Houston-Clear Lake
honeycutt@uhcl.edu

Paula Lambright

Web Advisor
Mesquite ISD
405 East Davis Street
Mesquite, TX 75149
(972) 882-7390
plambright@mesquiteisd.org

Jana Worthington

Fall Work Conference Chairperson
Weatherford ISD
900 North Elm Street
Weatherford, TX 76086
(817) 598-2804
janaworthington@charter.net

Debbie Wade

Summer Work Conference Chairperson
Retired - San Jacinto College
318 Shoreacres Blvd.
Shoreacres, TX 77571
713.417.5132
wadesinlp@sbcglobal.net

Committees

The TESA Connection

Darcy Blackstock, Editor
Elaine Simmons, Asst. Editor
Richardson ISD
Stephanie McBride, Advt. Manager
Fort Worth ISD

Membership Council Committee

Patti Walling, Chairperson
Irma Garcia, Rio Grande City CISD
Karen Turner, Lubbock ISD
Helen Kettler, Alvin Community College
Peggy Churchman, Region 7 ESC
Cindy Bright, Brownsboro ISD

Affiliate Services Committee

Bonnie Tomczyk, Chairperson
Elizabeth Cormier, Channelview ISD
Barbara Jennings, Retired - San Jacinto College

Area Workshop Committee

Cindy Bright, Chairperson
Teena Hancock, Garland ISD
Christine R. Ortiz, Region 10 ESC

Awards/Scholarships/Journalist Committee

Lisa E. Gonzalez, Chairperson
Lynn Andrews, Irving ISD
Linda Brewer, Channelview ISD
Deana Ross, Comal ISD

2011 TESA Executive Board & Committees

Nominations Committee

Dianne Lemons, Chairperson
Pat Crawford, Richardson ISD
Linda Sockwell, Richardson ISD
Gerald Wharton, Grapevine-Colleyville ISD

Staff Training For Effective Management (STEM) Committee

Wanda Honeycutt, Chairperson
Cheryl Gregory, Mesquite ISD
Peggy Hudson, Leander ISD
Paula Lambright, Mesquite ISD

Summer Work Conference Committee

Debbie Wade, Chairperson
Marie Enax, Lamar CISD
Phyllis Hyden, Galena Park ISD
Deana Ross, Comal ISD

Fall Work Conference Committee

Jana Worthington, Chairperson
Christine Billingsley, Texas State University-San Marcos
Jennifer Lamb, Mesquite ISD

TESA Central Office

Melissa Davis
Administrative Assistant
TESA Central Office
P.O. Box 1565
Austin, TX 78701
(512) 477-0724
info@tesatexas.org



Responsible Design | Exceptional Service | Collaborative Excellence

WWW.BAYARCHITECTS.COM

Diversifying Your Dreams

MaryAnn Hollingsworth, TESA President 2008-2009, NAEOP South Central Director 2011-2013



I have been working in my profession for more than thirty years and first heard of the Texas Educational Support Staff Association (TESA) and

the National Association of Educational Office Professionals (NAEOP) in 1990 when I began working at Tarleton State University. I investigated what each organization was all about, fell in love with what I read and joined. I jumped in and have not stopped working, believing and spreading the news about these two fantastic organizations.

Like many others I was looking for a place that would help me grow and seek the ability to let others know what a joy it was to belong to an association-- one that was created for those individuals that wanted to learn and grow in their profession. TESA did that and much more for me as an individual and along my way I earned my Certified Educational Office Professional (CEOP) and became a Staff Training for Effective Management (STEM) Consultant. I volunteered to help in any way I could and learned from some of the best ladies and gentlemen in our school district, colleges and universities.

I have held just about every position as an officer, committee chair or committee member in TESA, and in 2008 was elected President. As a



MaryAnn Hollingsworth was installed as the NAEOP South Central Director at the 2011 NAEOP Annual Conference and Institute.

past president I firmly believe that we now serve as advisors and should encourage our members to volunteer and get involved to help TESA continue to grow.

At the same time that I have been a member of and have served in TESA, I was a member of NAEOP and have served on several NAEOP committees and have acquired the distinction of Certified Educational Office Employee (CEOE). I was approached and encouraged by several past presidents to get more involved in NAEOP and agreed to run for South Central Area Director in 2010. To my surprise I was elected and will serve in this capacity for two years. Along with being South Central Area Director, I was appointed as the Nominations and Election Chair for the 2011-2012 year with the responsibility of filling the ballot with qualified NAEOP members. I look forward to other op-

portunities that NAEOP has to offer.

I encourage each of you to get involved and become members in these two organizations: reach out, grow, volunteer, but most of all achieve your professional dreams. **Ralph Waldo Emerson once said "What lies behind us and what lies before us are small matters compared to what lies within us."** As Support Staff Professionals we have much that lies within us that we can share with others. In each of us is a small flame that cannot be extinguished if we continue to look for those things that make us a better person in our homes, schools and society in general.

Brenham Opens Its Heart to TESA Past Presidents

The Texas Educational Support Staff Association (TESA) Past Presidents met October 21-23 in Brenham for a weekend retreat of fun and fellowship. The Past Presidents began the weekend with a Friday night dinner at the beautiful Volare Restaurant; afterwards everyone met for games and brainstorming.

President Barbara Jennings furnished popcorn and candy before attendees took a TESA trivia quiz. Irma Ford was the winner with the most correct answers. In another game of Mirror Mirror, attendees were paired up to mime each other for what was a truly a laughable time.

Saturday morning Nelda Van Dyke joined the group for a tour of the Lavender Farm and Washington-on-the-Brazos. After a short shopping trip in Chappell Hill, attendees enjoyed a wonderful lunch at the Funky Art Cafe.

Gerald Wharton, Marilyn James, Wendy Klentzman, and Irma Ford ventured off to take pleasure in a tour of the Pleasant Hill Winery. There were no shops safe from Debbie Wade, Mary Ann Hollingsworth, or Barbara Jennings as they spent the afternoon visiting local ven-



Nelda VanDyke, Irma Ford, Gerald Wharton, Wendy Klentzman, Marilyn James, Barbara Jennings, MaryAnn Hollingsworth and Debbie Wade

dors. After shopping until they almost dropped, they stopped in for a dip of delicious Blue Bell Ice Cream.

Dinner Saturday night was at the Brenham Grill and the evening proved to be very exhilarating. While attendees waited for dinner, excitement mounted as a decorated flatbed trailer pulled up in front of the restaurant. An exuberant wedding

party arrived. The decision on what to have for dessert was clear...wedding cake. No, the retreat attendees did not crash the wedding reception.

As everyone said their good-byes, all agreed it had been a successful and fun weekend and expressed a desire to try to have a retreat every year.

We the members of the Texas Educational Support Staff Association, hold that the primary purpose of the educational secretary is to assist, as a team member, in developing citizens who will safeguard, strengthen, and improve America. The TESA Connection is published four times a year - fall, winter, spring, and summer. Membership in TESA entitles the individual to an annual subscription to The TESA Connection magazine, circulation approximately 2,000. Subscription rate for libraries and nonmembers is \$10 per year. Send request for subscriptions to: TESA Central Office, PO Box 1565, Austin, TX 78767.

Please send information for the Spring Issue to:

Darcy Blackstock

Channelview ISD, 1403 Sheldon Rd., Channelview, TX 77530

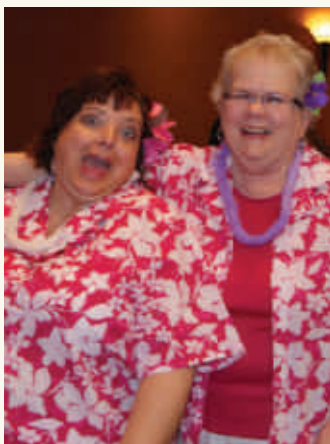
Ph.: 281-452-8008 - Fax: 281-457-9073 - E: darcy.blackstock@channelview.isd.esc4.net

TESA Fall Work Conference



The 62nd Annual TESA Fall Work Conference

The Texas Educational Support Staff Association (TESA) hosted the 62nd Annual TESA Fall Work Conference in the beautiful city of San Marcos, Texas. "Riding the Waves of Change" the conference attracted a total attendance of 130 TESA members from all across the state as they drove their Woody's and hit the surf on boogie boards complete with luau attire and flip flops for a gnarlacious weekend of professional development, peer networking and business meetings. The conference concluded with a memorable panoramic photograph of conference attendees proudly wearing their favorite TESA shirt as the last TESA sponsored Fall Work Conference bid farewell riding the waves of change into history.



TESA Fall Work Conference



The **Texas Retired Educational Support Staff Association (TRESA)** made an impressive statement with 21 members in attendance at the 62nd Annual TESA Fall Work Conference in San Marcos, Texas. TRESA members gathered for a business luncheon and enjoyed visiting with all conference participants, attending sessions and shopping with vendors.

TRESA members travelling to the conference were Helen Wenger, Mary Jane Schroeder, Marilyn James, Pat Steinocher, Sandy Pair, Barbara Jennings, Mary Frances Schilhab, Martha Gonzales, Leanna Bounds, Peggy Laux, Velma Reyes, Lucille Davidson, Shirley Taylor, Ann Vickery, Shirley Thomas, Betty McCoslin, Jeri Lesly, Wendy Klentzman, Virginia Harvey, Debbie Wade, and Shirley Haswell.

STEM Calendar



Texas Educational Support Staff Association, Inc.

Date	District/Region Contact	Session
December		
12/01/11	Debbie Faires, 972-882-7321 Mesquite ISD	Rules for Spelling
12/08/11	Becky Wuerth, 713-464-1511 (ext. 2401) Spring Branch ISD	Professional Image
12/10/11	Teena Hancock, 972-487-4101 Garland ISD	Basic Communication
January		
01/12/12	Teena Hancock, 972-487-4101 Garland ISD	Assertiveness Training
01/26/12	Becky Wuerth, 713-464-1511 (ext. 2401) Spring Branch ISD	Interpersonal Communication
February		
02/11/12	Teena Hancock, 972-487-4101 Garland ISD	Effective Office Practices
02/23/12	Becky Wuerth, 713-464-1511 (ext. 2401) Spring Branch ISD	Profile for Success
March		
03/10/12	Teena Hancock, 972-487-4101 Garland ISD	Managing Change
03/22/12	Becky Wuerth, 713-464-1511 (ext. 2401) Spring Branch ISD	Effective Office Practices
April		
04/19/12	Becky Wuerth, 713-464-1511 (ext. 2401) Spring Branch ISD	Professional Growth Plan
04/21/12	Teena Hancock, 972-487-4101 Garland ISD	Profile for Success
May		
05/03/12	Teena Hancock, 972-487-4101 Garland ISD	Professional Image

TESA Dates to Remember

TESA Dates to Remember

JANUARY

- 2 TESA Office Closed - New Year's Holiday
- 10 NES Connector Deadline
- 15 The TESA Connection (Spring Issue) Deadline
- 16 TESA Office Closed - Martin Luther King Holiday

FEBRUARY

- 15 Online Voting Begins
- 20 TESA Office Closed - Presidents Day
- 24-25 STEM Consultant Training

MARCH

- 12-16 TESA Office Closed - Spring Break
- 15 Online Voting Ends
- 15 Awards / Scholarship applications Deadline
- 23 Executive Board Reports Due
- 30-31 Spring Executive Board Meeting

APRIL

- 6 TESA Office Closed - Good Friday
- 10 NES Connector Deadline

MAY

- TBA Committee Reports Due to Chairman
- 15 The TESA Connection (Summer Issue) Deadline
- 28 TESA Office Closed - Memorial Day

JUNE

- 1 Executive Board Reports Due
- 18-22 TESA Summer Conference - San Antonio

JULY

- 4 TESA Office Closed - 4th of July Holiday
- 9-12 NAEOP Annual Conference - Costa Mesa, CA

Thank you! Thank you!

We are so grateful to so many people who helped make the 62nd TESA Fall Conference a huge success!

Sue Hand, TESA President and Pat Crawford, TESA President-elect
Dr. Richard Cheatham ~ Texas State University
Monica Jones ~ Esselte Corporation
Corbin Knoll ~ 3M Corporation
Peggy Hudson ~ TESA Past President
All our wonderful vendors
Debbie Wade ~ TESA Past President
STEM Committee
TESA Choir
San Marcos Convention and Visitor's Bureau
TESA Past Presidents



Our friends, family, districts, colleges, and coworkers who have supported us, volunteered for us, and helped us every step of the way.

Thank you to all who attended! We had a great time planning and preparing, but there is nothing like seeing it all come together. Thank you for the opportunity to serve the membership as your FWC Committee.

Big, Bad, Bully Wolf Can't Blow This Workplace Down!

What To Do About Workplace Bullying

Jill Darling – Richardson ISD Student Assistance Programs



Jill Darling
RISD Student Assistance

Many people think that bullying is just a problem that kids and adolescents have to deal with, however the fact is that bullying can take place in the work environment too. It's sad to think that in the field of education that a coworker or boss could be a bully, but unfortunately that can be the reality sometimes.

So, how is workplace bullying defined? According to the Workplace Bullying Institute, workplace bullying is, "Repeated, health-harming mistreatment of one or more persons." The bully usually takes on one or more of the following forms.

- o Verbal abuse
- o Offensive conduct or behaviors including non verbal behaviors which are threatening and or humiliating
- o Work interference, sabotage which prevents work from getting done

Workplace bullying is usually driven by the bully's need to control the victim. The bully chooses the timing, the place and the method. Often the bully will coerce others in the workplace to side with him or her.

According to the 2007 Workplace Bullying Institute survey, 37% of U.S. workers have been bullied. That is about 54 million Americans who have had to endure this type of mistreatment. 72% of bullies are bosses and 58% of the workplace bullies are women. Not only are the majority of workplace bullies women, but 57% of the victims are women as well. 45% of the victims suffer from stress related health problems as a result from the bullying.

Is there a difference between bullying and harassment? Harassment is illegal and usually based on gender, sexual orientation or race. Bullying is legal and anyone can be a target. Many countries have put into place anti-bullying workplace legislation, but the United States has done little in the form of anti-bullying workplace laws. Corporations in the U.S. also lack

policies preventing or dealing with workplace aggression.

Just like childhood bullies, workplace bullies can take on different types of roles. One might be the "**Screaming Mimi.**" This bully usually intimidates the victim by using one or all of the following methods:

- o Yells, screams, curses
- o Barks out loudly and often something to the effect of, "I am your boss and follow what I say at all times!"
- o Taints the workplace with angry outbursts and tantrums
- o Intimidates through gestures such as finger pointing, slamming things down, throwing objects
- o Crowds the victim's personal space to threaten or to make the victim anxious; hovers over; sneaks up from behind to startle the victim
- o Constantly interrupts the victim during meetings and conversations
- o Threatens the victim with job loss or change

Another type of workplace bully is the "**Constant Critic.**" This type of bully usually uses the following types of harassment:

- o Uses put-downs, insults, belittling comments, name calling
- o Constant comments about the victim's incompetence
- o Makes aggressive eye contact, glaring at the victim
- o Negatively reacts to any contributions made by the victim
- o Accuses the victim of wrongdoing and blames the victim for errors made by the bully
- o Makes unreasonable demands for work with impossible deadlines
- o Personally criticizes aspects of the victim's life that are not related to the work environment such as family, friends, appearance, etc...

A third type of workplace bully is the "**Two Headed Snake.**" This is the bully that a person never knows who they are dealing with. This type of workplace bully displays the following traits:

- o Jekyll and Hyde personality
- o Pretends to be nice while sabotaging the victim
- o Assassinate the victim's reputation with higher ups

- o Plays favorites
- o Breaches confidentiality, shares private information about the victim with coworkers
- o Steals credit for work done by the victim

The fourth type of workplace bully is the “**Gatekeeper**.” This is the bully who likes to have lots and lots of control over the victim and the workplace.

The following traits are typical of this type of bully:

- o Controls all resources – time, supplies, praise, approval, money, staffing, help
- o Ignores the victim; gives the “silent treatment,” and isolates the victim
- o Deliberately cuts the victim out of all communications
- o Makes up new rules any time he/she wants

Dawn Rosenberg McKay, author and career planner suggests that employees try to deal with the workplace bully first before reporting it to Human Resources. She suggests the following tips on how to do this, however if you are being physically threatened report this immediately to HR and the police.

1. Seek out the advice of a trusted employee who may have dealt with this type of situation before.
2. Confront the bully in a professional manner, but only if your physical safety is not being threatened. Do not yell or threaten and do not cry or show weakness either.
3. Do not try to get other employees on your side. The way you handle the situation will allow them to make their own judgments.
4. Do not allow the bully to intimidate you or make you feel bad about yourself. You know your true worth.
5. Do your job and do it well. The workplace bully would love to see you fail and when you do not fail, you have defeated the bully.
6. Make sure that your superiors are aware of your work. Workplace bullies often will spread the word that you are not doing your job. Your actions carry more weight than the bully’s words.
7. Do not let the bully isolate you from your colleagues. Try to keep your workplace friendships.

If these suggestions do not work, it might be time to report the bullying to the superiors or to Human Resources. However, there are some techniques and ways to do this. Remember that workplace bullying in the U.S. is not illegal and very few organizations have policies in place to deal with workplace bullying.

Sarah Tracy, the Director of the Project for Wellness and Work Life at Arizona State University has created some very specific ways to approach a superior about workplace bullying.

1. Be rational. Victims who express events in a linear fashion are more likely to be taken seriously. Tracy suggests that a person write out the story ahead of time, starting with the critical incident, followed by a narrative that pinpoints three to five bullying episodes.
2. The victim needs to express emotions appropriately. Practice telling the story and focus on a calm voice and confident body language. Pause and take breaths to manage emotions. Try to create a vivid image of the abuse without becoming too upset. Do not cry, shake or raise your voice.
3. The victim should provide consistent details and document those details – dates, times, e-mails, memos, etc...from the bully.
4. Ask coworkers who witnessed the bullying to recount their memories and write it into your report.
5. The victim must be relevant. Focus on the bully’s actions and encourage the supervisor to talk to other employees who have been bullied. Avoid talking about exaggerated details.
6. Emphasize efforts made to end the abuse. Explain how the workplace performance is hindered by the bully’s actions. Acknowledge that the bully may or may not realize the negative impacts of his or her actions. Explain the negative effects of the bullying on others and the workplace as a whole.

The bottom line to all of this is that if the bullying is happening to you or a colleague you are not alone. You do not have to tolerate workplace bullying and you have the right to come to work and not feel threatened by someone. Unfortunately until we change the culture of our society toward this type of behavior it will continue. However, in the field of education there is absolutely no place for workplace bullies. The educational environment should be one of respect and good will towards all employees, parents and students.

Slate of Officer Candidates

2012-2013 TESA Slate of Officer Candidates



The Texas Educational Support Staff Association (TESA) Nominations Committee members Dianne Lemons, Pat Crawford, Gerald Wharton, and Linda Sockwell enthusiastically prepared the slate of officer candidates to be elected for the 2012-2013 TESA Executive Board.

Candidates selected for the four Member-At-Large ballot positions standing on the back row are Deana Ross, Comal ISD and Marie Enax, Lamar Consolidated ISD, Position 4; Teena Hancock, Garland ISD and Lynn Andrews, Irving ISD (not pictured) Position 3; Christine Billingsley, Texas State University-San Marcos and Bonnie Tomczyk, Killeen ISD, Position 2; and Ruth Lyday, Celeste ISD and Stephanie McBride, Fort Worth ISD (not pictured) for Position 1.

Standing on the front row are Secretary/Treasurer candidates, Lisa Gonzalez, Donna ISD and Helen Kettler, Alvin Community College; 2nd Vice President – Membership candidates Darcy Blackstock, Channelview ISD and Cindy Bright, Brownsboro ISD (not pictured); 2012-2013 TESA President, Pat Crawford; 1st Vice President – TESA Connection candidates Robin Pool, Pasadena ISD and Dianne Lemons, Mesquite ISD; and President Elect candidates Debbie McFadden, University of Houston-Clear Lake and Patti Walling, San Jacinto College District.

Voting for the officer candidates begins February 15, 2012 and ends on March 15, 2012. Election information is delivered to TESA members via email and is available on the TESA website.



RECRUITING NEW TESA MEMBERS 2011 — 2012

TESA Membership Committee
2011-2012
Patti Walling—2nd Vice President
Membership Council Chair

Committee Members
Cindy Bright—Brownsboro ISD
Helen Kettler—Alvin Community College
Peggy Churchman—Region 7 ESC
Karen Turner—Lubbock ISD
Irma Garcia—Rio Grande City CISD



The TESA Membership Committee is proud to offer the following incentive for recruiting the most new members! The winning TESA member will receive,,,,,,,,,

A Complimentary “Two Night Stay” with Breakfast at the Omni Bayfront Tower Corpus Christi

This offer includes room, tax, breakfast and self parking

Certificate Expires: June 25, 2013

This great incentive is open to ALL members excluding the current TESA Executive Board. The deadline for recruiting is May 1, 2012. New members, please make sure to put the name of the person who recruited you on your membership application.

Winner will be announced at Summer Work Conference.

A new member is a brand new member or one that has not renewed for the past two years.

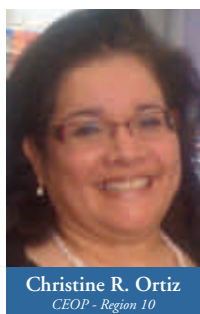


“Only he who can see the invisible can do the impossible.”

~ Frank L. Gaines

“How Motivation and Encouragement go hand in hand with Perseverance and Determination to reach one’s goal and dream in life”

By: Christine R. Ortiz, CEOP - Region 10 Education Service Center



Christine R. Ortiz
CEOP - Region 10

As a child, I remember those road trips with my family riding in the station wagon and staring up to the sky and thinking of what I wanted to be when I grew up. I

had so many thoughts and dreams. I remember singing as I thought, “We’ve Only Just Begun” by Karen Carpenter, how this song always gave me such motivation to continue believing in what I wanted to do in my life.

College was never mentioned to me at school or at home. I attended a great high school, but college was spoken to only a select few. I had the best parents any child would want; I would not be who I am, were it not for the love, guidance, and support of my parents. I listened and saw many people go to College, but, it was never emphasized how it would benefit me. In my mind, “Graduate high school and get married.”

When I graduated high school, I thought, “Is this it, seriously?” Being the independent and ambitious person that I am, I did some of my

own research and investigating. I discovered junior college and how this was the next step to the goals and dreams I wanted for myself. To my disbelief, it was the greatest start of my educational decision that I made for my future. As I was halfway into my first year at El Centro Junior College, of course trying to keep up with learning the ins and outs of this educational experience, something unexpectedly happened to me. My high school sweetheart proposed to me, and I said, “YES I will marry you!” After two years of marriage, we started our family. We were blessed with two amazing kids, Phillip and Stephanie! Working fulltime, having a husband who traveled, raising two kids, and taking care of the house was a lot of work. After marriage, I had no time for school, so I had to put my educational goals and dreams on hold and do what I had to do for my family first.

Still as years went by, I tried so hard not to lose sight of what I wanted to do for myself by growing both professionally and personally. My employer, Region 10 Education Service Center, offered professional growth opportunities. In 2001 I joined an affiliate, Region 10 STARS, who were part of the or-

ganization named TESA. I was not clear how this organization was going to help motivate and encourage me for educational growth, but, it was worth the try. After attending several local meetings, area workshops, and conferences, I was amazed at what I had learned. This organization re-ignited the flame in me to keep striving for what I, as a child, wanted. Then I decided, with the approval and support of my Executive Director Dr. Sandy Maddox, and my Director Craig Gray, to run for various positions on the TESA Executive Board. By serving in this capacity, I continued to advance my educational knowledge and became more effective and efficient in both my professional and personal careers. TESA also introduced me to another organization, NAEOP, which opened the doors to me for further motivation and encouragement. It was not long afterwards that I said to myself, after serving several years on the TESA Executive Board, “Christine, after Stephanie graduates, you are going back to College to finish your goal and dream of receiving your degree!” Guess what folks.... that is exactly what I did!

After my youngest graduated in 2009 I made

myself the promise to PERSEVERE AND BE DETERMINED, to make this come to pass. I am now in my second year of community college keeping a 3.36 GPA. I never thought in my wildest dreams that I would be so blessed to have this opportunity to reach my goal and dream. I know in my heart this is what I want to do and with God's help I know I can through hard work, perseverance, and dedication complete and reach my goal in receiving my Bachelor Degree in Business Administration.

In each one of us, we have that dream of doing something to better ourselves for our lives. Each person has to find the time to remember it, and have the will to reach it. As Robin Williams stated in the movie Dead Poet Society, "Look at things in a different way. Find your own voice. Dare to strike out and find new grounds!" These amazing two organizations, TESA and NAEOP, encourage and motivate professional and personal growth. It is up to each individual to make it happen. What do you want to do, dream it or

do it? The ball is in your court! You are never too old and it is never too late to complete your educational goals and dreams. "Carpe Diem!" "Seize the Day!"

Don't drown in a sea of change and uncertainty.

Breakout Sessions
STEM classes
Network
Fun



Door Prizes
Keynote Speakers
Food
Vendors

LET A TESA AREA WORKSHOP RESCUE YOU AND OTHERS.

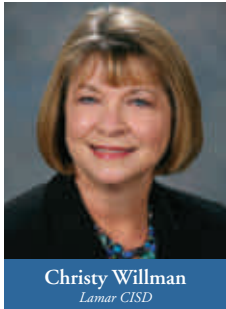
To schedule an Area Workshop in your area contact:

Cindy Bright, Area Workshop Chairman
Christine Ortiz, Committee Member
Teena Hancock, Committee Member

brightc@brownsboro.k12.tx.us
christine.ortiz@region10.org
TLHancoc@garlandisd.net

What do your customers really need or want?

By: Christy Willman, Lamar CISD - Executive Director of Community Relations



What do your customers really need or want?

Every day, most school employees interact with many customers and many different types of customers. Our

front line educational support staff members never know what their day may include. Their customers in a single day may include students, parents, grandparents, staff members, community members, outside vendors, service providers and someone just looking for information! With that in mind, how do you determine the best way to deal with so many different customers and types of customers? ***Raving Fans*** by Ken Blanchard uses a simple and charming story to teach organizations how to define a customer service vision, learn what a customer really wants, institute effective systems, and make Raving Fan Service a part of your organization--not just another program of the month. ***Raving Fans*** is a short, easy read that I highly recommend to anyone that deals with customers as part of their job duties. One of the most memorable quotes from the story is from Bill, the factory manager when he says in an "ah-ha" moment, "All you need to do is discover the customers' vision of what they really want and then alter your vision if need be." That is such a simple truth, but seems so easily forgotten when we are dealing with our customers.

As a classroom teacher, it was much easier to understand what parents really want after I became a parent. All parents want to know is that you genuinely care about their child and that you are on their side.

For his entire elementary career, my son attended

school with me every day. As a teacher on the same campus, I had the advantage of "choosing" a teacher for him each year that I felt cared about her students. I don't ever remember thinking that I wanted him to have Ms. Smith because she had the highest test scores or best evaluations. I wanted him to have a teacher that would love and care for him as a person and encourage him to grow personally as well as academically.

If you can keep a parent's perspective in mind as you deal with a concerned or angry parent, you will have a much greater chance of helping defuse an angry situation and address their concerns. Really listening helps you better understand what that customer really wants or needs. Sometimes, just listening gives parents an opportunity to vent and feel that you are there to serve them.

I always share a personal story with my front line staff members about going to enroll my son after our move to a new community. I was feeling anxious on our trip to his new middle school, but trying to act excited and encouraging for his sake. This would be our first time to be in different schools. Upon arrival, we were sent to the counselor's office for registration with all of the required documents in hand. Two women were busy in a personal conversation when we arrived in the office and did not acknowledge our presence. After a few minutes, another woman entered the office, joined the conversation and a coffee cup was spilled. Again, no one seemed to be aware of us sitting patiently waiting to be served. After the coffee was cleaned up, one of the women finally asked "what we needed." This incident happened over 20 years ago and left a lasting negative impression about that school and left me to wonder if they were really there to help parents or students. During his three years on that campus, I never felt that the staff was trained or encouraged to serve their customers.

That personal experience is something that I have tried to remember during interactions with customers as a central office staff member. Even with the most difficult customers, I try to determine what they really want or need. More often than not, they are frustrated because they have not been helped by another staff member or no one has taken the time to really listen to their concerns.

No matter how busy or involved we are with a routine task or another customer, it takes just a few seconds to acknowledge a waiting customer with a smile or hand gesture to let them know that they are important to you. No one should leave your duty station feeling that you didn't care about what they really want or need.

Several years ago, Lamar CISD contracted with Turning Point Solutions to conduct a Customer Service Audit. Many university and school district studies have concluded that establishing strong customer service and communication practices are essential to student, staff and organizational success. The audit results helped the district leadership team understand what level of customer service was offered to our customers, which schools were doing a better job than others and how the district could do a better and more consistent job of responding to our customers' needs.

The audit measured the four most frequent methods of customer service provided by our district – phone call/voice mail, face to face interaction, website information and email replies. First, a representative visited each campus and central office to evaluate face to face communication and the response to visitors or customers not already associated with the campus (a parent relocating to the district). Next, a representative called each campus and central office twice, one call in the

morning and another in the afternoon. Another call was made after the normal hours of operation to evaluate the after-hours phone messages. An evaluation of the website was also conducted over several days and weeks. The final assessment was an email test. Messages were sent from a fictional account to all central office employees listed on the website and all principals.

Each department head and principal was given the audit results for their department or campus with copies of a site evaluation, site observation, phone observation, website evaluation and email survey observation. An executive summary was also included.

The audit results were not surprising. Some campuses and departments were providing outstanding customer service while others needed improvement. The audit did help our staff understand and refocus on the importance of meeting the needs of every customer in every form of communication. Some administrators were more than a little embarrassed by comments made by front line staff members, email replies sent, telephone etiquette and answers given to the undercover audit staff.

An important result of our district audit was the creation of a district customer service handbook that has been shared with each staff member. The handbook shares our district's vision for customer service and serves as easy reference guide for both current and new staff members. Follow up train-

ing sessions have also been held for administrators and front line assistants.

If you can't afford to contract for a customer service audit, you can easily evaluate your own campus or department, or just your own duty station. Is your area neat and clean and clearly marked? Is your district mission statement proudly displayed? Do visitors feel welcomed when entering your area?

One of the most eye-opening post audit training sessions included a time for each administrative assistant and clerk to call another campus at a neighboring district and pretend to be a new parent interested in enrolling in their school. They were shocked by some of the rude answers that they received, being put on hold for a long period of time and campuses where no one answered the phone. Like my personal experience in that counselor's office so many years ago, the phone exercise made staff members realize the impact that poor customer service can have on your opinion of that campus and probably the district.

A quick way to show that you are there to serve customers is to start each conversation with a smile and the simple question, "How can I help you?" Many confrontations can be avoided by that short question that quickly communicates that you are there to help meet their needs. Yes, phone customers can hear the smile in your voice!

Take time to stand up and welcome customers

coming into your campus or department. You would not welcome a guest to your home from the sofa with a paper in your hand! Say "good morning" or "good afternoon" to customers on the phone. Always remember that first impressions are very difficult to change.

Start or end each email or reply with a positive statement. All too often, we send a short reply or message that can easily be mistaken on the receiving end for being angry or hostile. A trick that I have taught myself to use is to stop and reread every email before I hit the send button. Many times I have viewed the original text as not the message that was intended and edited or added something positive before sending.

Providing good customer service goes back to finding out what your customer really wants and needs. At a conference many years ago, a speaker suggested a way to determine if you are providing good service to your customers. Start the day with five pennies in your pocket or somewhere else that can easily be found (in a coffee cup on your desk). Every time that you help someone or respond to someone in a positive way, move a penny to a new location (out of the coffee cup). At the end of the day, see how many pennies you moved that day. Hopefully, all five pennies have been relocated. If not, try it again the next day. I feel certain that if you've been in school business for any length of time, you move lots of pennies every day!



Don't forget to exercise your membership right to vote for your 2012-2013 Board. Online election information will be sent to your email address on file. Be watching for this important message coming your way soon!

Dianne Lemons, Nominations Chairman

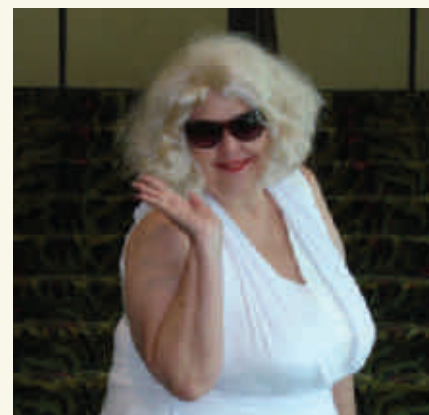
2011 NAEOP Conference



TESA members preparing to represent TEXAS and TESA at the Annual NAEOP Conference & Institute are Gerald Wharton, Marilyn James, Wendy Klentzman, Sue Hand, Mary Flores, Shirley Haswell, Betty Kilgore, Darcy Blackstock, Debbie McFadden, MaryAnn Hollingsworth, Linda Sockwell, Bettye Ruth Wilson, Bonnie Tomczyk, Debbie Wade and Veronica Aguilar.



Elvis is in the building! Outstanding opening to the conference included Elvis serenading Bonnie Tomczyk.



Our very own Jewel of the South, Linda Sockwell, a.k.a. "Marilyn" was one of many presenters inviting members to the 2012 Annual NAEOP Conference & Institute in Orange County / Costa Mesa, California.



TESA members proudly watched MaryAnn Hollingsworth, Texas State University-San Marcos, as she is installed as the 2011-2012 South Central Area Director.



TESA members attending the South Central Area Meeting participated in professional development training, networking and conducting committee elections with representatives from the South Central Area.



TESA First Vice President and Editor of the TESA Connection, Debbie McFadden, accepting the 1st place Rachel Maynard Award For Excellence in Communication Newsletter/Magazine from NAEOP President, Kathy Lech.



Bettye Ruth Wilson - 2010-2011 South Central Area Director.



TESA members Sue Hand, Debbie McFadden and Shirley Haswell found time out of their busy schedule to enjoy a few quiet moments before the Installation Banquet.

2011 NAEOP Conference



TEXAS and TESA proud members getting ready for "State Day" at the General Session are standing, Betty Kilgore and Debbie Wade; seated, Darcy Blackstock, Mary Flores, and Bonnie Tomczyk.



MaryAnn Hollingsworth, TESA Past President and NAEOP South Central Director, taking a bow after presenting her first staff development session as the 2011-2012 South Central Area Director.



Veronica Aguilera, Houston Community College, and Sue Hand, Lamar Consolidated ISD, visited the Moon Pie General Store in the historic Charleston Market.



A TESA tradition continues as Wendy Klentzman, 2010-2011 President, with pearls of wisdom and knowledge presented the TESA Presidential pin to Sue Hand, 2011-2012 TESA President, as she embarks on riding the waves of change.

2011 PSP/CEOE Recipients

Sherri Vavra
PSP Advanced I, Option I

Jodie Mannlin
PSP Advanced III, Option 1; CEOE

Cecelia Riggle
PSP Advanced III, Option 1; CEOE

Jennifer Lamb
Bachelor Degree, Option II; CEOE

Membership Form for the National Association of Educational Office Professionals

Membership Type:	<input type="checkbox"/>	Active - \$50	<input type="checkbox"/>	Retired - \$30	
<input type="checkbox"/>	Associate - \$50	<input type="checkbox"/>	Institutional - \$85	<input type="checkbox"/>	Corporate - \$60

Membership Application Continuous Membership (12 full months)

☐ New Membership ☐ Renewal Membership Membership Number:

☐ Magazine Annual Subscription - \$30 ☐ Magazine Annual Subscription (Retired) - \$15

- All fees must be paid in US Dollars.
- Outside of US special postage and handling charges apply. Please add an additional \$15.
- Active membership fees include 3 online issues of the association magazine and 1 issue (Winter issue) in print. If you wish to receive all 4 issues in print, you will need to request an annual magazine subscription in addition to your annual membership.
- Dues are not deductible as a charitable contribution for income tax purposes.

Membership Information:			
<input type="checkbox"/> Elementary	<input type="checkbox"/> Middle School/Junior High	<input type="checkbox"/> Secondary/High School	
<input type="checkbox"/> Higher Education	<input type="checkbox"/> State Department	<input type="checkbox"/> Administration	
<input type="checkbox"/> Career & Technical Education	<input type="checkbox"/> Retired	<input type="checkbox"/> Other:	
Name:			
Address:		City:	State: Zip:
Home Phone:		Office Phone:	Ext.:
Fax:		Email:	
Recruited by (Name):			
Method of Payment: <input type="checkbox"/> Check <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> Discover			
Cardholder's Name:			
Card Number:		Expiration Date:	
Signature:			

Mail or Fax to:

NAEOP
PO Box 12619
Wichita, KS 67277-2619
Fax: 316-942-7100

TESA Scholarship Donation Form

TESA SCHOLARSHIP DONATION FORM

TESA Central Office Scholarship Committee Chairman
P.O. Box 1565 - Austin, TX 78767-1565

Name: _____
Association: _____
Address: _____
City/St/Zip: _____

Check one: ☐ Lorene Roby Rogers Memorial Scholarship Fund
☐ Dr. Michael Zolkoski Technology Scholarship Fund
☐ Founders Scholarship Fund

Check one: ☐ Individual Amount: \$ _____
☐ Local Association Amount: \$ _____
☐ State Association Amount: \$ _____

Donation is made in memory/honor of: _____

Notification should be sent to:

President's Name: _____
Association: _____
Address: _____

LORENE ROBY ROGERS MEMORIAL SCHOLARSHIP

The Texas Educational Support Staff Association established a memorial fund to Mrs. Lorene Roby Rogers after her death December 31, 1969, as contributions were received in her memory by our organization. The general assembly of TESA voted in May 1970 to establish a permanent fund to be named the Lorene Roby Rogers Memorial Scholarship Fund for a secretary, clerical or instructional assistant in education to continue her education.

DR. MICHAEL ZOLKOSKI TECHNOLOGY SCHOLARSHIP

In June 1996, the Texas Educational Support Staff Association established the Dr. Michael Zolkoski Technology Scholarship. This scholarship is for TESA members who would like to take computer enrichment classes.

Dr. Zolkoski's commitment to TESA has been without precedent and exemplifies the spirit of TESA. This scholarship fund has been established to honor Dr. Zolkoski's efforts to enhance the paraprofessionals' knowledge of technology.

FOUNDERS SCHOLARSHIP

In April 2006, the Texas Educational Support Staff Association established the Founders Scholarship. This scholarship was created to honor past TESA leaders and members who laid the foundation for this association. This scholarship is for children, grandchildren, and great-grandchildren of active TESA members. Recipients must be graduating high school seniors.

TESA STEM Committee

CONSULTANT TRAINING 2012

Must be a CEOP holder and an active TESA member
DETAIL SHEET AND REGISTRATION FORM AVAILABLE ON WEBSITE –
www.tesatexas.org/STEM • See Highlights Below

Mark Your
Calendars and–
Hold the Dates

Your 2012 TESA STEM Committee is proud to provide classes that will “Ride the Wave” all the way from Consultant Training in Leander to Summer Work Conference in San Antonio – look for class details on the website or contact your STEM Committee.

2012 SWC STEM Classes
June 18-20, 2012
And CEOP Graduation
Omni Hotel, San Antonio

Surf Boards not
required...

Consultant Training –
February 24-25, 2012
Details, Hotel and Registration
Form on website!
... REGISTER Early and Join Us
at Leander ISD

SURF’S UP – AND TIME TO HIT THE BOARDS FOR CONSULTANT TRAINING
.....Show Up and Ride the Wave for a new training experience!

Friday Night • Optional Dinner 5:30-6:45 PM • Required 7-9 PM with following highlights:
Presentation Skills like you have never seen ...rotating “round-table” reviews:

- The Hook, Line, and Sinker Shore – great tips for enhancing your PowerPoint presentations
- The Bait Shop Dock – add pizzazz to your presentation to reel in participants to the shore of success
- The Buoy Up Pier – ideas for getting through the high winds or storms during your presentation
- The Fishing Wharf – where surprises galore await the travelers

Saturday All Day – Training Class Options to include 3-Hour and Six-Hour Classes – Lunch Provided
Three-hour topics taught in 1.5 hours and six-hour topics taught in 3 hours
STEM topics offered as consultant teaching techniques • Trainee will have already taken full STEM classes

Program ending on Saturday can have you leaving for home by 4:00 PM
Complete detail sheet and registration form available on the website at www.tesatexas.org
Questions? Contact Wanda Honeycutt, STEM Chair, at honeycutt@uhcl.edu

Awards/Scholarship/Journalist Committee



Texas Educational Support Staff Association, Inc. Awards/Scholarship/Journalist Committee

**Deadline to submit Scholarship Applications and entries for Awards is:
FEBRUARY 25, 2012**



Administrator of the Year Award

Administrator from Current Affiliate



Newsletter of the Year Award

Current Affiliates



Yearbook Award

Current Affiliates



Nelda Van Dyke Award

3 year TESA Member

Nelda Van Dyke Award

This Award is for a current active TESA member who has been a member for at least 3 consecutive years. Must have been employed in an educational school system for a minimum of 5 years. Criteria used for judging is professional activity, education and workshop participation, and community involvement.

Administrator of the Year

The candidate must be employed as a professional administrator in the state of Texas for a minimum of five years and be a member of the state professional association which represents his/her administrative position.

Newsletter of the Year Award

Open to all current affiliates. Entry must be duplicate of one actually distributed to association membership.

Yearbook Award

Open to all current affiliates. Entry must be duplicate of one actually distributed to association membership.

Lorene Roby Rogers Memorial Scholarship

This scholarship is for any TESA member, i.e., secretary, clerical or instructional assistant to help continue their education.

Dr. Michael Zolkoski Technology Scholarship

This scholarship is for TESA members who would like to take computer enrichment classes.

Founders Scholarship

This scholarship is for children, grandchildren and great-grandchildren of active TESA Members. Recipients' must be graduating high school seniors.



Lorene Roby Rogers Scholarship

TESA Member



Dr. Michael Zolkoski Scholarship

TESA Member



Founders Scholarship

Graduating Seniors

If you have any questions, please contact any of the committee members listed below:

Lisa E. Gonzalez, CEOP
Chairman
Donna ISD
P.O. Box 324
Donna, TX 78537
Phone: (956) 461-4254
E-mail:
lgonzalez@donnaisd.net

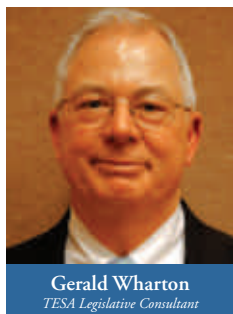
Lynn Andrews
Irving ISD
2621 W. Airport Freeway
Irving, TX 75062
Phone: (972) 600-5228
E-mail:
lynnandrews@irvingisd.net

Linda Brewer, CEOP
Channelview ISD
828 Sheldon
Channelview, TX 77530
Phone: (281) 860-3800
E-mail:
linda.brewer@channelview.isd.esc4.net

Deana Ross
Comal ISD
1404 IH 35 North
New Braunfels, TX 78130
Phone: (830) 221-2109
E-mail:
deana.ross@comalisd.org

School Funding – So, What's New?

Gerald Wharton, TESA Legislative Consultant



We all know that the last legislative session left many, if not all, school districts, colleges, and universities trying to make ends meet financially. The legislature met this

year resulting in every educational institution losing funding. I am sure we are all experiencing salary freezes, position cuts (in all areas, especially teachers), and program elimination. As you may recall, the legislature cut \$4 billion dollars from the Foundation School Program and \$1.4 billion from the discretionary grants. The grant reduction impacts full-day Pre-K, teacher performance incentives, and dropout prevention. Does this make us all a little nervous? Is anyone out there worried about their job, next school year?

Our legislators will tell us that they increased school funding for the next biennium. They budgeted \$49.6 billion for public education for the 2012-2013 biennium, an increase of (0.2 percent). However, this is not enough to cover the expected increases in student enrollment for the same period. The result is that more teachers will be needed, supplies, programs, special education, and ESL. There will simply not be enough money to support the increased needs. There are other factors, such as: changing the funding formula, \$3 billion to off-set federal funding reductions and deep cuts for TEA and

ESCs. Simple math tells us that any way we look at school funding, for the next two years, there is a substantial per-student funding reduction.

Educational institutions are not sitting idly by while funding cuts take effect! There are currently two coalitions regarding state funding for education. First, the Texas Taxpayer and Student Fairness Coalition have filed a lawsuit. Their claim is that the state's school finance system is unconstitutional. They believe the current finance system does not treat school children and tax payers equitably. Lead counsel Rick Gray said, "This lawsuit comes at a crucial time... School districts, taxpayers, and students are being treated unfairly by our current system..." Mr. Gray believes the coalition has a "strong and comprehensive case." This coalition consists of more than 150 school districts and that number is expected to grow. A second group, Texas School Coalition, has signaled their intent to file a lawsuit in the near future. They are also going to challenge the constitutionality of the school finance system. There are currently 120 members in this coalition. They basically are considering four claims: State property tax claim, is the current system a de facto state property tax; Adequacy claim, districts lack sufficient funding under the current system; Efficiency claim, the current method of allocating State fund is "arbitrary"; and Equity claim, asserts the current system is unconstitutionally inequitable because property-poor districts do not have equal access to similar rev-

enues. We will have to wait and see if the Texas School Coalition files using all four claims or make other adjustments.

On the legislative front – Texas House Speaker Joe Straus has released the interim charges to the House's legislative committees. It is this document that directs the various committees to investigate specific issues, which are likely to be the basis of legislation that will be brought forward during the next legislative session. All committees have been directed to find ways to increase transparency, accountability and efficiency. He did not include a study of the school finance system. He did charge them to monitor the new STAAR assessment system, review the DAEP and JJAEP effectiveness and find ways to improve them and reduce student infractions. Mr. Straus also wants to increase parental and community involvement in the education of our students. Of course there are many other interim charges, too many to list here.

Lastly, this summer TEA released school district ratings. District ratings, as expected, were dismal. The number of districts rated exemplary was 61, down from 241 last year; recognized 422, down from 607 last year and academically unacceptable was 88, up from 37 last year. As I am sure you all know, the TAKS era has ended and the STAAR era has begun. We will have to wait to see how this will impact future district ratings.

Affiliate Services

Summer Conference is right around the corner!

Affiliate Services Is Challenging All Associations

The affiliate with the greatest number in attendance at The TESA Summer Work Conference in San Antonio will receive special recognition at the General Session and reserved seating at the Thursday night Banquet.



As an affiliate member of TESA, you can receive the following benefits:

- Visits from TESA Board members to ascertain your needs
- Assistance in the formation of a new association
- Installation of officers for your local group
- Consultant in-service presentations (customized to meet your association needs)
- Professional development advisory services
- Evaluation and program suggestions to fit your individual needs

We look forward to hearing from you to discuss the many ways TESA can assist you and your organization

Affiliate Services Committee

Bonnie Tomczyk	Killeen ISD	Bonnie.Tomczyk@killeenisd.org
Barbara Jennings	Retired	barbjennings@yahoo.com
Elizabeth Cormier	Channelview ISD	Elizabeth.Cormier@channelview.isd.esc4.net

Application for affiliation can be found on the website: www.tesatexas.org under the Affiliate Services Tab.

Annual San Jacinto College Bosses' Appreciation Luncheon

The Annual SJC AEOP Bosses' Appreciation Luncheon was a huge success! The luncheon is one of our favorite functions for the year, and there were approximately 100 attendees. Dr. H. Neil Matkin, President of SJC Central Campus, delivered a very entertaining keynote address with a theme of "Overcome" and kept the audience listening and laughing the entire time.

The highlight of the luncheon was the awarding of the prestigious 2011-2012 Boss of the Year! The recipient was Dr. Brenda Jones, Vice President of Learning - South Campus. Some remarks taken from the nomination form submitted by Sally Steffen and Elaine Amason were: "She has rolled up her sleeves and led the charge for our division; we are not only engaged in our work and learning but are also having fun at the same time; we have always enjoyed working at the college, but since she came on board, it is a true pleasure to come to work each day." Dr. Jones graciously delivered a thank you speech

and shed a few tears. Congratulations, Dr. Jones!

SJC AEOP raised money for our community service project for this year which is for a Central Campus student, Jennifer Dowling, who is not only putting herself through college in the audio engineering program but is alone raising her

14-year-old sister after her mother passed away four years ago. Special thanks to our committee members: Patti Walling (chair), B. Rodriguez (co-chair), JoAnne Bailey, Sherry Gray, Angela Klaus, Rosemary Morales, Susan Sowell, Sally Steffen, Debbie Wade, and Sherry Wise.



Sally Steffen, Dr. Brenda Jones, SJC AEOP Administrator of the Year, and Elaine Amason

Garland Educational Support Staff Association



Employees of Cisneros Pre-Kindergarten received top honors as Best Costume for the event.

The Garland Educational Support Staff Association (GESSA) is in full swing this year. This year's theme is "Engage, Enrich, Empower." This year's goal is to have the members Engage in GESSA in opportunities and programs so that they may Enrich their skills and professionalism, which will allow them to Empower their own potential. Outstanding program topics including 3M Products, Do's and Don'ts of Facebook/Social Media, Health & Nutrition Issues, and Identity Theft/Background Check System attended by GESAA members has been instrumental in increasing our membership to 427.

Our most recent event was our Bosses Dinner with a Halloween theme. We had approximately 150 attend and everyone loved the food, fellowship, and games. The table decorations and costumes were outstanding. Cisneros PreK won the best costume and Garland Alternative Education Center won best table decoration. We set up a decorated background for groups and individuals to have a photo opportunity as a memory of their time together with their boss. This was a real "treat" for everyone, and we look forward to what the rest of the year has in store for our membership. Here's to a year we all Engage, Enrich, Empower together.

UHCL ESA – A Decade of Building Blocks of Excellence

The year 2011 marks a major milestone for the UHCL Educational Support Association, **Our 10th birthday!** The organization began in 2001 with a few members who had a dream and grew over the years to an active affiliate with over 40 members. A birthday celebration was held on September 27th and guests included UHCL President, Dr. William Staples; UHCL Senior VP and Provost, Dr. Carl Stockton; two Past Presidents of TESA, Ms. Debbie Wade and Ms. Barbara Jennings, as well as various other administrators, supervisors, ESA members and retired members.



Group photo of UHCL attendees for FWC are left to right: Darlene Zelinski, Mary Richardson, Wanda Honeycutt, Sandy Jennings and Debbie McFadden

During the last decade, the affiliate has raised more than \$30,000 for community charities in addition to the thousands of dollars raised for training and development stipends. There have been numerous STEM classes and several TESA Area Workshops offered at UHCL during the 10 years with more professional development activities being planned. We are also proud of our members who not only served their local affiliate but who have stepped up

and served on the TESA Board and committees.

Our next decade started off in August with the installation of officers and a transition meeting to provide an orientation and exchange of information for the new officers. The first general meeting of the year was held on September 15th and the Annual Supervisors Luncheon was held on October 18th.

Our second General Meeting was held on November 17th, several members attended the Fall Conference in San Marcos in November, and a cookie exchange was held in December. As part of our community service, members contributed to the annual Christmas drive for the Bay Area Turning Point to provide toys and clothes for children of abused families.

Channelview Educational Support Staff Association (CESA)

Channelview ESA hit the ground running with our first meeting of the new school year in September at which President Brewer introduced our membership drive contest as a recruiting strategy for new members. Our Kolarik 9th grade campus won the membership drive by recruiting 6 new members to CESA. Kolarik paraprofessionals enjoyed a chilling Ice Cream Social for their efforts.

What a “ghoulish” time had by all as we raised our scholarship funds with the “Ghoul Grab” booth at our high school fall festival. CESA provides two annual scholarships awarded to an active member to further their education, and the second scholarship is awarded to a graduating senior.



CESA members represented at the 62nd TESA Fall Work Conference!

Fall brought us the last TESA Fall Workshop in San Marcos where eleven CESA members attending the conference sang along with Mama Mia, did the hula at the Luau, and gained much knowledge from the speakers and presenters. Our members made many new friends at the conference and we rode the waves of change back home to begin preparations for our annual community project. Once again we lent a helping hand to our community members as we gathered food for the local soup kitchen. Our baskets enabled many Channelview residents facing trying times to receive hot and nourishing meals.

We are looking forward to our spring semester with our “CESA Sweetest” Valentine’s Day event along with many other activities. Of course, we will be getting our theme basket beach bags ready for the TESA Summer Work Conference in San Antonio. Can’t wait to see you there!

Rio Grande Valley Educational Support Staff Association (VESA)

VESA announces the Outstanding Support Staff Member of the Year for 2011!

VESA held their monthly meeting on Tuesday, October 18, 2011 in Rio Grande City (RGC) hosted by the RGC VESA members.

On the agenda was the announcement of the Outstanding Support Staff Member for 2011. Normally this announcement is made at the Annual Bosses Banquet in the spring, but due to extenuating circumstances, the announcement was not made until this night. Immediate Past President Lisa E. Gonzalez made the presentation. Our Outstanding Support Staff Member for 2011 was Melba Garcia from Rio Grande City. Melba was employed by the Rio Grande City CISD for 32 years before she retired this past June. Melba has been a VESA member for the past 13 years and has served as 2nd Vice-President and in numerous commit-

tees. She has also been a TESA member for 13 years and a member of her local association, Rio Grande Education Support Staff Association (RESA), for 11 years where she served as President, Parliamentarian and on various committees. She earned an enviable reputation as an exceptional secretary who truly cares about her work and the people she serves.

In lieu of a speaker, President Barrón opted to have a team-building activity. Members were divided in several groups and worked to solve as many Brain Teasers as possible. In observance of Breast Cancer Awareness month, everyone in attendance received a pink ribbon with a heart from President Barrón. Also, as a special Halloween Treat, President Barrón gave all members present a Halloween Scare-

crow "necklace" made from different candies. Everyone had a great time.

Plans for our 45th Annual Bosses Banquet are underway. The Banquet will be held on Friday, April 27, 2012 at the Embassy Suites in McAllen, Texas. The theme for this year will be Casino Night.

The year is already moving fast and furious. We continued our travels to Mission CISD in November for our monthly meeting and then ended 2011 in Donna ISD on December 8th with our meeting and Christmas social.



Ofelia Barrón, President; Melba Garcia, Outstanding Support Staff Member for 2011; Lisa E. Gonzalez, Immediate Past President



Hosts for our October meeting from Rio Grande City CISD: Julie Briseño, Melba Garcia, Janie Garcia, Irma Garcia.



VESA members working on a team-building activity with their respective groups.

FREE

Present this coupon
for one free
t-shirt design
set up

FW PROMO

3705 W. VICKERY BLVD. FORT WORTH, TX 76107

817-231-8040 PHONE
1.800.350.2170 Toll Free

www.fwpromo.com

FREE

Present this coupon
for one custom
embroidered
logo design.



ANYTHING WITH A LOGO!



Just Right Boots Low Price Guarantee



BOOTS & ROPERS WITH YOUR LOGO

EXCELLENT GIFTS

Sales Promotions * Anniversaries
Golf Tournaments * Rewards
Incentives * Charities

*One pair or a thousand pair
with your brand or any logo.*

Contact Jesse Juarez at:
Just Right Boots
3705 W. Vickery Blvd.
Fort Worth, Texas 76107
Phone: 817-332-8100

www.justrightboots.com



Just Right Boots also specializes in stock boots:
* Justin * Tony Lama * Chippewa * Nocona
visit www.justrightboots.com for brands & styles

**School Uniforms to support PTA
and other School Programs**

Low Price Guarantee
Embroidered Shirts, Screen Printing, Caps,
Lanyards, USB Drives, Lapel Pins
and Coins

- * custom web store and fulfillment programs
- * in-house embroidery, digitizing and art
- * bonded overseas importer (lower prices)
- * great job opportunities for qualified salespeople: earn up to 60% of profit



- * shirts /scrubs
- * caps
- * jackets
- * pens / pencils
- * cups / koozies
- * aprons / chef wear
- * matches / coasters



- Printing *
- Envelopes *
- Forms *
- Posters *
- Business Cards *
- Post Cards / Stickers *
- Tri-folds / Letterheads *

Present this Coupon

Men's Haircut \$7.50
Women's Haircut \$8.50
Kid's Haircut - \$6.00

Full Service Salon



817.840.6268

3701 W. Vickery Blvd.
Ft. Worth, TX 76107

Contact:

Marc Johnson E: mjohnson@fwpromo.com

John Howard E: jhoward@fwpromo.com

Bryant Williams E: bwilliams@fwpromo.com

The TESA Connection

Texas Educational Support Staff Association, Inc.
Central Office - P.O. Box 1565 - Austin, TX 78767

PRESORTED
STANDARD US
POSTAGE

PAID

Texas Educational
Support Staff
Association

TESA 2012 SUMMER WORK CONFERENCE JUNE 18 -22, 2012 "SURFIN' THE WAVES OF DIVERSITY"



Dudes and Dudettes, come on a surfin' safari with us!

We're loading up our "Woodies" with our boards inside and headin' out to the beaches of sunny San Antonio! We'll "fer sure" be hanging loose at the "rad" Omni San Antonio at the Colonnade, 9821 Colonnade Blvd. with \$99 per night room rates.



<http://onmihotels.com/FindAHotel/SanAntonio/MeetingFacilities/TESA2012.aspx>

Monday, June 18
thru
Wednesday, June 20
**AWESOME
STEM sessions**

Tuesday, June 19 - We celebrate with our "cookin'" CEOP Graduation followed by a "primo" ride on the free Shuttle to the "gnarlacious" Riverwalk.

Wednesday, June 20 - We'll "hit the surf" at the President's Luncheon "Celebrating Our Uniqueness."

Thursday, June 21 - We'll be partying hard making lots of noise and having a "bodacious" time "Jazz 'in the Glass" at the Banquet and Installation.

Your 2012 Summer Work Conference Committee is "Amped" about the Surfin' Safari!

Debbie Wade - Conference Chair, Retired, wadesinlp@sbcglobal.net
Marie Enax - Registration Chair, Lamar CISD, enax@lcisd.org
Phyllis Hyden - Social Chair, Galena Park ISD, phyden@galenaparkisd.com
Deana Ross - Exhibits Chair, Comal ISD, Deana.Ross@comalisd.org

Thursday, June 21
Kamikaze Table
Decorating
Contest

