

Business Horizons

A monthly publication of Business Affairs

every person
every day
every job

August 2007

Calendar of Events

First Day of Classes
August 22

**New Employee
Welcome Program**
Regents' Room
August 28

**President's Picnic
in the Plaza**
DTC—Bill Miller Plaza
August 28
11:00 am — 1:00 pm

President's BBQ
Convocation Center
August 29
5:00 pm

**President's Picnic at
the Sombrilla**
August 30
11:00 am — 1:00 pm



Kerry's Korner

It was late again; now it had happened to me! We've had a run of bad luck when it comes to air travel that involves Dallas, i.e., late or cancelled planes. So here I sat with a delayed flight that would keep me from a meeting of business officers. After waiting over 2 ½ hours, I cancelled the flight and started toward the parking garage – but then remembered...ugh, my luggage! I surprised myself in the agility at which I made my way through the seemingly thousands of passengers purposely trying to prevent me from getting to baggage claim. I prayed for a miracle rescue of my bag before it journeyed to Dallas - alone! I could hardly talk; my heart felt like it was in my throat after running the obstacle course. The attendant calmly listened to my raspy voice, which was gasping for air between every syllable, and then, within a few minutes – there appeared my bag. Just like that – or so it seemed. That was great service; excellence personified.

They could have given endless reasons why they couldn't retrieve the bag. And it would have flown round trip to Dallas, with my having to return late in the evening to get it. While their bag retrieval process seemed like a rather routine activity to me, it was not. It required a collaborative team effort to excise that bag from the tarmac, and endless attention to detail – type/color of bag, flight number, gate, departure time and status, person responsible for getting the bag, and on and on. They had an efficient and effective solution for my problem; the result was a worry-free, leisure evening for me. Without question, despite the uncharacteristic delays in service of late, they remain my favorite airline.

I'm convinced that 'excellence' – partnering with others for their success - is in great part about executing the details of our jobs. Look again at the six staff and team who are recipients of the Celebrating Excellence Award. Managing the details of their jobs is one of the common elements of each of their success. Many others of you do this very well and I appreciate your attention to detail and high levels of service. When service lags and customers and colleagues complain – let's look for the details and take responsibility for improving. Where can you improve? Where do you need more knowledge or experience? The answers are in the details of your job.

We don't operate an airport or a baggage claim area; actually, we manage one of the largest institutions of higher education in the state. As the Fall semester begins, we have thousands depending on us for service excellence. We will deliver as we perfect the details of our jobs.

By the way, don't ever forget your luggage – there are a lot of details in there too!

With much appreciation,
Kerry

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Spotlight On ...

Linda Gall

Linda Gall has worked in the Business Manager's Office for 2 1/2 years, and enjoys assisting students, parents and UTSA staff. She frequently moved with her military family, but is a native Texan and has called San Antonio home for the last 12 years.

Linda's greatest accomplishment has been her two children. John, who lives in Wisconsin with his wonderful wife, has five sons (two sets of twins!). Sadly, Linda only gets to see them once or twice a year. Erika is leaving the nest in August to attend college in Wisconsin and although she is ex-

cited for her, she's sad that she's leaving home. Her favorite pastime is fishing with her husband, Roy, who she has been married to for 4 1/2 years, and is a staff member at ITC.

Linda is currently a junior at UTSA, attending classes part-time. Her ma-

job is Business Management with a History minor. Her hope is to graduate in the next two (three, four) years.

Thank you, Linda, for your service to the university and to Business Affairs!

Linda will be receiving a Roadrunner meal card to use for either breakfast, lunch or dinner at the Roadrunner Cafe, compliments of Chartwells. Our thanks to Chartwells for their support!

Tom C. Frost Plaza Honors Long Time Supporter

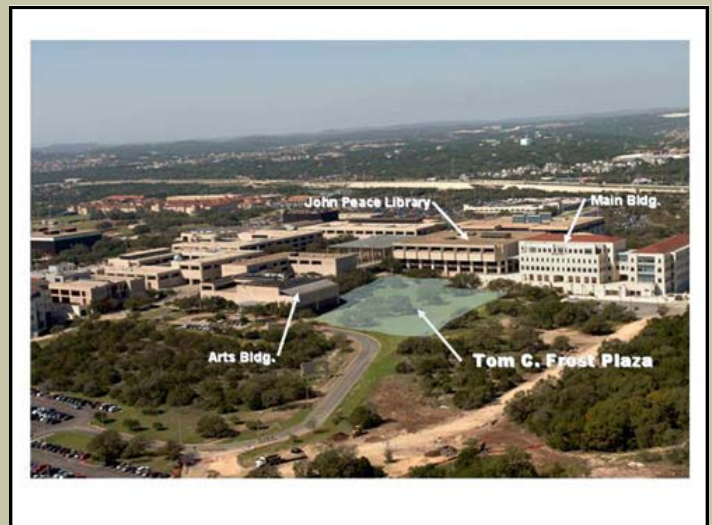
The University of Texas System Board of Regents has approved President Ricardo Romo's request for the naming of a special area of the 1604 Campus between the Main Building and the Arts Building as the Tom C. Frost Plaza, in honor of the long-time chair of the UTSA Development Board.



"We are humbled by Mr. Frost's dedication to the University and wanted some way to let our students, faculty, and staff share in celebrating his commitment to them," said Dr. Romo.

"Every time they stroll through the Tom C. Frost Plaza, they hopefully will be inspired by the great legacy that he and his family are building at the University."

Mr. Frost is a native San Antonian who represents the fourth generation of his family to oversee Frost National Bank, which he now serves as senior chairman. He has



Location of the Tom C. Frost Plaza

chaired the UTSA Development Board since 1990 and in 2003 became the first non-alumnus to receive the UTSA Alumni Association's Distinguished Service Award. A generous supporter of the University, he was the driving force behind the creation of the T. C. Frost UTeach program, which he continues to fund.

Kudos to Business Affairs Staff

Letter from Joanne Andera, Director of the Texas Folklife Festival

I am writing to thank you and your great staff for their support of the Texas Folklife Festival (and me).

Their support in the planning and implementation made this one of our best. We also had to adjust to the new chains of command with Facilities, Security and the Warehouse staff. But, we made it through and learned a lot!

I especially appreciate your great staff! **Katherine Tragos and Stephanie Cameron** were invaluable in their assistance in deciphering contracts through that part. **David Kapalko and Jim Strahan** — wow, they met with us and then went to work to provide us with the best transportation for participants ever. **Brian Moroney** and his team did an excellent job; telephone services staff, **Gilbert Cassiano, Sharon Cropper and Victoria Cruz** came through like champions; security led by **Captains Kiley and Sonego** — true heroes.

Gary Lott, Deby Bailey — what can I say, they are the best! **Polo Cervantes**, although new to the Festival, kept his eye on things for facilities. **Yolanda Miller** supported us 100%+. **Paul Duke** on her staff kept us running with purchasing of all the odd stuff we have to purchase for the event.

I know that I have left some important people out, but I just wanted you to know that we could not have made it without a whole lot of help and I know it starts at the top. Your commitment and support of the Festival made much of this happen and I appreciate it — more than you will ever know.

As we wrap up this year's festivities, I extend my most sincere thanks to you and your great staff.

Valentina Fridman, Accounting Technician

I cannot imagine the amount of paperwork and electronic vouchers Valentina has to process on a daily basis, handling needs from numerous departments across the University. But, no matter how busy she is, Valentina consistently is cheerful and friendly while being extremely professional and efficient at her job. She is always willing to make us feel like valued co-workers.

Campus Recreation values our positive relationships with folks in other departments.. And it is people like Valentina who make it a pleasure to interact with our friends across campus.

Thank you for having such a diligent and amiable team members!

Bob Miller, Business Manager, Campus Recreation

**Thank you all for
striving for
excellence
every day!**

Fran Thibodeaux, Human Resources Specialist II

Fran's assistance with medical coverage is consistent, friendly and the information provided is always accurate. Her personality is uplifting and caring, giving me the feeling that I am talking to family. Fran's ability gives me the confidence that I have made the best choices for health coverage for me and my children. She is an invaluable resource to UTSA and I look forward to our next visit. Thanks for having her on the team.

Tony DeBarros, System Analyst I,
Center for Distance Learning and Academic Technology

Julie Alley, Administrative Associate I

Julie has been so helpful this summer as I have been dealing with problems with my grandson. It is so easy to get lost in the shuffle in a big organization, but she has gone the extra mile to make sure we have been taken care of. Thank you Julie.
A parent

UTSA Staff member & alumnus, Robert Dickens, publishes article in the Marquette Intellectual Property Law Review



UTSA contracts manager in Purchasing and Distribution Services, Robert Dickens' article on electronic contracts was selected for [Marquette Intellectual Property Law Review](#), Summer 2007 issue (select "Vol. 11 Articles & Authors").

Congratulations, Robert, on getting published!

Construction Update

JPL Renovations

Renovations on the first floor of the John Peace Library Building (JPL) began in June 2007. Sabinal Construction Company is renovating approximately 14,000 sq. ft. for Student Financial Aid and the Registrar's Office. This construction work is part of a comprehensive plan to centralize student services on the 1604 campus. The Student Financial Aid renovation is scheduled to be completed this November. Completion of the Registrar's Office renovation is scheduled for June 2008.



Pardon our mess!

Improving Fire Safety at UTSA

1. Keep corridors and hallways clear of obstructions at all times. No items of any kind should ever be placed in an exit corridor without permission of the Safety Office (x5250)
2. Never lock or block exit doors. Exit doors should never be locked or obstructed to ensure exit in case of fire or emergency.
3. Do not use extension cords.
4. Never store items of any kind in exit stairwells.
5. Never obstruct visible sight to fire alarm lights and exit signs.
6. Never store anything within 18 inches of the ceiling in rooms with fire sprinklers.
7. Never store combustible items within 18 inches of light fixtures, supply air vents or return vents.
8. Never store combustible items such as paper, cardboard, wood, or plastic in mechanical rooms or electrical closets/breaker rooms.
9. Keep access to electric panels, fire alarm pull stations, fire extinguishers, gas shut off valves, safety showers and eyewash stations clear at all times.

Successful solutions start with safety, so be smart and be safe!

Charles Lampe Leaving UTSA

Charles Lampe, long-time Director of Facilities Planning and Development, will be leaving UTSA in September 2007. Charles has accepted a position as the Area Manager-South with the Texas A&M University System and will be assuming his new duties starting September 3, 2007.

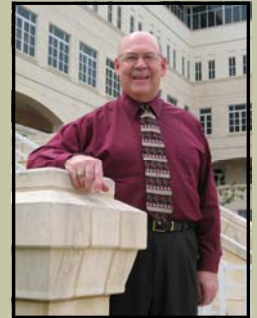
A graduate of Texas A&M University and a registered architect, Lampe has served in the UT System for 31 years with the first 20 as Assistant Director for Planning and Design at the UT Health Science Center – San Antonio and the last 11 years in his current position as Director of Planning & Development within UTSA Facilities.

“Charles has been a major contributor to the development of the UTSA 1604 and Downtown campuses, overseeing planning of the largest construction program in the history of UTSA”, said Dave Riker, Associate VP for Facilities. “We will miss Charles’ dedication and leadership very much.”

In his new position, Charles will be providing leadership and guidance to the project delivery team managing the Texas A&M campuses in the south region (Texas A&M University Corpus Christi, Texas A&M International University Laredo, Texas A&M University Kingsville, and the new Texas A&M University San Antonio).

“My stay at UTSA has been both rewarding and challenging and it has been a privilege to work with the dedicated faculty, staff, and students during this time of unparalleled growth and expansion.”

We wish you well in your new job and thank you, Charles, for your many years of service!



Starbucks Coffee—New Location

Business Auxiliary Services is pleased to announce that the JPL Food Court and the Kiosk at UC will offer Starbucks Proudly Brewed Coffee.



The JPL location will be staffed from

Monday—Friday

7:15 am to 10:00 am

to serve Starbucks coffee, cappuccinos, and lattes.

At all other times original Starbucks coffee will be available.

The UC location will be open for full service

Monday - Thursday

7:15 am to 9:00 pm;

Friday and Saturday from 7:15 am to 1:00 pm.

Worth Remembering

“Those who make the biggest impact on others are those who are continually seeking ways to do what they do even better.”

Valorie Burton

This Month in History brought to you by ITC Courier

August 1, 1731 Texas’s first election was presided over by Captain Juan Antonio Pérez de Almazán, the ranking officer of San Antonio de Béxar Presidio.

August 16, 1828 John McMullen and James McGloin established the first Irish colony in the state of Texas along the banks of the Nueces River.

August 17, 1786 Alamo defender and frontier icon Davy Crockett was born in Tennessee.

Rowdy is Back!



If you are out and about campus stop by and have your picture taken with Rowdy.

The area between the UC and the HSS Building has been replanted thanks to our Facilities Grounds personnel. Fred Wiedner, John Japhet and the grounds crewmembers assisted in completion of these areas over the past few months. Fred concentrated on restoration of irrigation on both sides of the UC, along with soil work, sod installation and restoration of the UC candelabra bed structure. John did the scouting for bedding material, actual plant selection and design placement. They both definitely did a fantastic job, as well as the crewmembers who installed everything in the heat and high humidity (and often-times rain).

Looks great guys!



Appreciation Survey

A big thank you for participating in the Business Affairs Appreciation Survey. Overall, 59% of Business Affairs employees (312 personnel) responded to the survey. As you know, the information was collected by AVP area (Facilities, Human Resources, Financial Affairs, Police, Administration and VP Business Affairs).

In general, 74% of the Business Affairs employees feel appreciated at work (26% do not) with percentages running from 70% to 83% in the Associate Vice Presidents' areas.

For all of Business Affairs, 69% of the employees have received appreciation or been given thanks for a job well done over the past 3 months, compared to 56% - 100% in the individual departments.

62% of the Business Affairs employees feel that they receive more appreciation or thanks than criticism for their work, compared to 54% - 88% of employees in the individual departments.

51% of the Business Affairs employees provided comments about what their supervisor could do to make them feel more appreciated. We will analyze the information provided for further follow up, and additional information will be posted on the Business Affairs website by Wednesday, August 22nd.

Again, thank you for your support, honest feedback and participation!

REMINDER.....

Please email us the new employees in your department, so we can add them to the newsletter mailing.

Business Affairs Promise

We are committed to helping you achieve your goals

through excellence in service --
every person, every day,
every job.