

Business Horizons

A monthly publication of Business Affairs

every person
every day
every job

September 2007

Calendar of Events

SECC Campaign
October 1—19

New Employee Welcome Program
October 2

Business Affairs Breakfast
October 17

New Employee Welcome Program
October 23

Kerry's Korner

When I was asked to prepare Kerry's Korner while Kerry is away on vacation, I knew what I wanted to write about -- customer service.

Great customer service is something that we often take for granted. We should notice when the service is great, learn from it, and show appreciation! On the other hand, less-than-satisfactory customer service is noticed immediately and is not soon forgotten. These are good learning experiences, as well.

A recent experience of mine at a local off-campus eatery reminded me how easily an otherwise good experience is spoiled by customer service shortcomings.

So what went wrong? They over-promised and under-delivered, they were defensive and, in the end, they appeared not to value the customer (although I doubt that is the case).

What did I learn? First, have good processes and revisit, update, and upgrade them often. Good processes that empower those in direct contact with the customer will maximize your opportunity to deliver what you promise.

Listen carefully and look at it from the customer's point of view. Assume that the customer is right, even if the customer has overlooked something that you expected them to see. Check it out yourself and see what you think.

Acknowledge the customer's concern and be affirmative, not defensive. When a mistake has been made or the service isn't great, that's the way it is. No defense in the world will change the result.

Finally, find a way to demonstrate that you do, indeed, value the customer. Say "Thank you" for pointing out the problem so that it can be corrected. Then do something about it!

Great customer service is just one way we can partner with others around UTSA and the greater community for successful solutions.

~ Pam Bacon

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Spotlight On ...

RENE LOPEZ

Rene was born in San Antonio, Texas. His father was a pipe-fitter and his mother graduated from Our Lady of the Lake at age 48 with a bilingual teaching degree, and together they have six sons. For two years Rene studied mechanical engineering at Texas A&M University. He is married to Frances who is a pharmacist and they have two daughters. Annette graduated from Stanford University in Palo Alto California and Yvette who is now attending UTSA. Rene is very proud of both his daughter's accomplishments.

Rene joined the local plumbers and pipe-fitters union 142 here in San Antonio and attended four years of apprentice training to learn about both trades. In 1988, he received his

journeyman's plumbing license and became a foreman. Some of the projects Rene has worked on include water installation at B.A.M.C., the Convention Center expansion, and micro chip plants in Austin, Houston, Dallas and Fishkill, New York. Between 2003 and 2006, Rene has earned the State of Texas medical gas certification, become a Back-flow Prevention Certified Specialist, and acquired his master plumbing license. He joined the UTSA family in November 2004 and literally loves his job. He knows that he is part of an excellent plumbing team. He appreciates everyone that he works with and enjoys seeing a job well done. Excellence is a hallmark that is instilled in him and he's happy that Mr. Kennedy conveys this message throughout Business Affairs.

Rene's hobbies include working on anything mechanical from automobiles to electronics. He enjoys time with his family and friends, and traveling. Recently, he and Frances traveled with five other couples to The Grand Caymans, Jamaica, Cozumel and Costa Rica.

Rene wants to thank all the customers and people that work with him for making his job such an enjoyable experience! He is going to continue his education in his field of expertise and is also considering finishing that mechanical degree that he started 25 years ago. He says, "If mom could do it, so can I!"

Thank you, Rene, for your dedicated service to the University and Business Affairs.

Rene 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!

Linda Tidd Retires



On August 30, the Department of Human Resources held a surprise **Retirement Celebration Breakfast for Linda Tidd** at University Heights campus. After 27 years of dedicated service to UTSA, Linda retired.

During her 27 year tenure, Linda has seen significant growth of the University. She has been a valuable employee of UTSA and Human Resources. Throughout her career she has helped thousands of people with her extensive knowledge of DEFINE. We will truly miss Linda, her hard work and dedication to our mission!



Congratulations Linda!

Kudos to Business Affairs Staff

Mary Lou Aguilar, Human Resources Technician II

May I please praise one of your employees to you? Mary Aguilar did a wonderful job presenting all our benefits on August 20th. I deeply appreciate Human Resources adding August 20 and 21st on their calendar because some of us new professors were in orientation during the other days that you had benefits scheduled.

Not only did Ms. Aguilar do a great presentation. In addition, she really helped me with my prescriptions. She took a special effort to stay after work to try to find out my group and individual numbers so that I could mail my prescriptions in. She just got back to me early this morning when Blue Cross/Shield released my individual number.

Mrs. Aguilar really goes the extra mile and puts in extra time and effort without compensation. I praise you for having the intelligence to hire such a good employee.

Sincerely,
Dr. Susan Pass
Department of Interdisciplinary Learning and Teaching

Linda,

The customer service you provide for our office, as evidenced by the letter, is much appreciated by me and I wanted to pass on Ms. Christopher's comments. Although I already know you strive to give the same quality of service to all of our students, it's good to receive this confirmation of your interactions with those who come to our office angry or stressed.

If we can remain calm and help those students who are already at the edge, our efforts will be remembered positively by those students. Though we can't always do what every student wants, a good attitude and caring tone go a long way.

Thanks for all that you do everyday in service of our students!

Gary Lott, Business Manager

Thank you all for
striving for excellence
every day!

Isabelle Lewis, Fiscal Accounts Specialists

I'm writing to commend Isabelle, one of your employees who was working in University Center parking fees registration on Tuesday, August 21.

Isabelle (I don't have her last name) treated me with such grace and professionalism in a very stress-filled environment that I thought you as her supervisor should know.

What a gem! Hang on to her, please.

Karol Greene
Master's Student in Communication

Dave,

I just wanted to let you know how appreciative OIT is in the support we received last week with the water in the data center. Facilities responded to our call within just a few minutes. They quickly identified the problem and came up with a fix which they acted on immediately. Housekeeping showed up in force with shop vacs and mops to assist with cleanup. They all worked quickly to control the situation and then cleanup the water.

Their quick response and action help divert what could have been a major disaster. In addition, because of the support we received and the quickness in which they were able to cleanup all the water, we were able to bring all the systems back online in just a few hours. This is a great example of teamwork and customer service. I am not sure of who all from your area were involved so I would ask you to forward our thanks and gratitude to all who assisted in this effort.

Bryan Wilson
Executive Director - Enterprise Systems
Office of Information Technology

Construction Update

Recreation and Wellness Center

Phase I of the Recreation and Wellness Center Expansion was completed in time to host this year's Fall Convocation. This phase of the expansion offers basketball courts, a large exercise and weight room and an indoor running track. Completion of an outdoor pool, sand volleyball courts and a floating river is scheduled for late September, 2007.

Phase II, renovation of Recreation Center administrative offices and Phase III, construction of the MAC (Multi-Activity Center) Gym that includes racquetball courts, smoothie bar and a lounge area are scheduled for completion by the end of this year.



Laurel Village

This fall approximately 200 students moved into Phase I of the newly constructed Laurel Village Student Housing. Laurel Village was built to accommodate the growing student



population and the increased demand for on-campus living. Phase II, the construction of an additional 472 beds are expected to be completed by the 2008 fall semester. Additionally, once the ground work near the tennis courts is complete, a pathway to the various campus buildings will be constructed.

Student Pathway to Classes

A new crushed stone pathway connecting Chaparral Village with parking lot 1B and the sidewalk leading to the Convocation Center and West Paseo was recently completed. The stone pathway was installed to improve a rocky dirt trail that offered the quickest route from housing to classrooms. The eleven-foot wide path provides a safer, easier and more attractive natural connector across a popular pedestrian trail.



Business Auxiliary Services Update

Business Auxiliary Services has a new website! It's been many months in the making and has taken a great deal of time from many people. The redesign offers a cleaner looking and more navigable website. As well, the upgrade will allow new functions to be added to the site based on feedback from users. The site is still a work in progress and new features will be added continually. We invite you to visit our new site and to take advantage of some of the features we've introduced. Historically, Business Auxiliary Services information has been a part of the UTSA Card web site, however we determined that it needed its own site. Our new address is www.utsa.edu/auxiliary.

The UTSA Card web site is undergoing renovation as well and will be launched by mid September.

We hope that this new site will be easier to navigate and will allow you to find the information you need more quickly. Providing a site that is user-friendly for all our stakeholders is a priority for us and we welcome your thoughts on the improvements we've made.

Anyone with input, suggestions, or questions can send them via email to: auxiliaryservices@utsa.edu.

Worth Remembering

"The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor."

--Vince Lombardi

REMINDER.....

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

A Special Thank You



A special thank you to everyone who assisted Financial Affairs during our renovation and the relocation of staff. UTSA's teams of Facilities and Work Control (including Movers, Electricians, Painters, Carpenters, and office staff), Surplus Property, the Office of Information Technology, Telephone Services (technicians and office staff), and Facilities' housekeeping staff. All of these folks went out of their way to do an extraordinarily great job in making our remodel and office relocations go smoothly.

Because of your commitment to the success of all of UTSA departments and your willingness to do what it took to get every job done, we were able to complete the renovation and have all the staff moved to their new locations, with technology up and running on the exact day we needed it to happen (ready to finish year-end processing!) This project reflected the fantastic teamwork we have at UTSA and without it, we would not have been able to meet our timeline.

Our sincere gratitude to all of you for your commitment in ensuring our undertaking would be a complete success!

This is a tremendous example of partnering for successful solutions! THANKS!

Janet Parker and Lenora Chapman

This Month in History brought to you by ITC Courier

September 2, 1838 The Republic of Texas made a treaty with the North Texas Indians.

September 5, 1836 Sam Houston was elected the first president of the Republic of Texas.

September 15, 1883 The University of Texas at Austin opened for the first time. The first courses were offered in the academic and law departments.



Disbursement Gets a Makeover

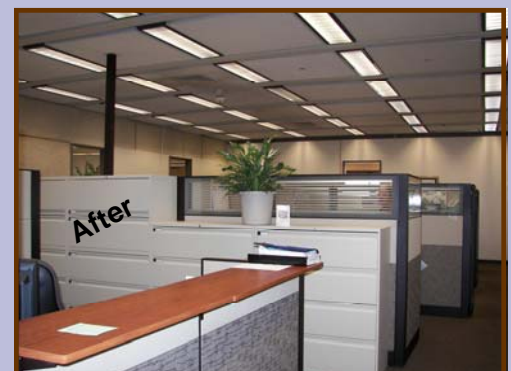


We've been doing a little interior design over in the Disbursements office! Gone are the tall, uninviting blue modular units, harvest gold filing cabinets and the old worn carpet. The Controller's Office and Disbursements suite has been transformed to a more functional, accessible space with new modular furnishings, a modern color palette and room for additional staff as Financial Affairs continues to grow! The cluttered maze (who moved my cheese?) has been replaced with a well-designed flow. And don't forget about the new carpet and filing cabinets! The entire suite has taken on an open feel, providing a welcoming space and collaborative working environment.

The Disbursements staff appreciate the work Candy Schlueter did coordinating this project. This could not have gone as smoothly as it did without the cooperation and partnering of Facilities staff, OIT, Telephone Services, Surplus, and Housekeeping. "Thank You" to all! We also appreciate the support of Janet Parker and Kerry Kennedy who gave us the green light to get it done!

To accommodate these changes, we traded a few spaces -- Gary Lott and the Business Manager's staff moved into the suite occupied by Janet Parker, Associate Vice President for Financial Affairs. Ann Roberts, Financial Services Officer and Lenora Chapman, University Controller moved into the space occupied by Disbursements and the Business Manager's area.

We plan on hosting an Open House and hope you will stop by and see the beautiful transformation of our area sometime in October.



State Employee Charitable Campaign



Fall is in the air and that means several things: football games, autumn foliage, hopefully cooler temperatures, October Fest, and the annual State Employee Charitable Campaign (SECC). Last year, UTSA's increased participation brought us to the highest level in our history and ranked us the highest of any public higher education institution with 1,000 or more employees in the State.

We have set the bar and now it is time to exceed our 2006 results. To do this, we need your help. Last year, Business Affairs came through with a remarkable achievement. We increased employee participation to an astonishing 79.2%. Out of 491 Business Affairs' employees, 389 participated in last year's campaign. This was an astonishing 46.2% increase from the 2005 campaign!

Also, out of the 36 departments comprising Business Affairs, 17 of them (47%) reached 100% participation and a total of 24 departments exceeded 80% participation. Two-thirds of all Business Affairs departments had 80% or more of their employees participate in last year's campaign! This participation rate is phenomenal and you are commended for your amazing generosity.

But now, this is a new year and there are many families – some of whom are your colleagues and friends – who depend upon those agencies supported by the United Way. So it is time to step up again and show the university community how caring the employees of Business Affairs are. Let's see if we can top our own record from last year and increase our total participation rate!

This year's campaign begins Monday, October 1st and concludes Friday, October 19th. Each area in the Business Affairs division will have an Area Champion to distribute your packets on or right after October 1st.

Think You've Got Talent? is a popular television show. Well, we have our own version – **UTSA'S Got Talent!** – a variety show put on by "talented" vice presidents, deans and other employees of UTSA, including our own very talented president, Dr. Romo. You can get a **free VIP Pass** to this exciting event by giving to the SECC Campaign and turning in your Pledge Form by **Friday, October 12th**. Donation forms will even be accepted at the event and tickets will be given on a first come first serve basis. **UTSA'S Got Talent!** is scheduled for Wednesday, October 17th, 3:30 – 5:00 PM. The location is still to be determined so watch the *Business Horizons* and *UTSA Today* for more information about **UTSA'S Got Talent!**, featuring Dr. Ricardo Romo, Dr. Gage Paine, our own Kerry Kennedy on the drums.

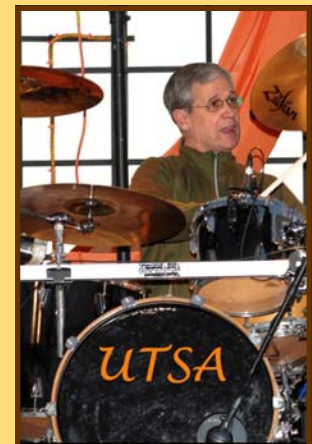
Join in on the fun and while doing so you will be helping local families in need. Please carefully consider how you will respond to the call for assistance through the 2007 State Employee Charitable Campaign.



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Reunited... with a new face!



The recent restructuring of Financial Affairs has reunited the functions of Disbursements and Travel back into a single department under the leadership of Director Deby Bailey. Joining Deby and staff is the newly hired Antoinette Davis who, effective September 4th, began working at UTSA as Assistant Director, Disbursements and Travel. Ms. Davis holds a degree in Business Administration (University of the Incarnate Word), and has extensive experience in both Accounts Payable and Travel, having recently just worked at Kraft Foods, San Antonio.

You can find Antoinette in the Travel office at JPL 4.03.14, by phone at ext. 4831 or by e-mail: Antoinette.Davis@utsa.edu.

Join us in welcoming her to Financial Affairs and UTSA. We know she will be a great asset to our team.

Chartwells Receives Awards

Blue Plate Award



Congratulations to Chartwells for receiving the "Blue Plate" award issued by WOAI TV for scoring 100 on their recent health inspection!

"Top Dog" Award



The *Top Dog* award is issued by Subway for the highest increase in sales for non-traditional units for the quarter.

Diversity Awareness Training

All Business Affairs employees are encouraged to participate in one of the newest classes offered this fall - **Diversity Awareness: M.E.E.T. on Common Ground**. This class will provide participants the opportunity to explore diversity and cultural awareness at UTSA. Participants will learn a four step process for promoting cultural sensitivity in the workplace, practice implementing this four-step process, learn where to access diversity resources at UTSA and in the community. Four classes are offered this fall, September 12, October 11, November 2 and December 4. To enroll, go to www.utsa.edu/hr/training.



Changes Abound!

Market Place Café & Taqueria

Located in the Business Building, the Market Place will specialize in a variety of Tex-Mex cuisine. Homemade pica de gallo, tortillas, migas, quesadillas and fajitas will awaken your taste buds! Open for breakfast and lunch.

7:15 a.m.— 2:00 p.m. weekdays

Main Street Grill

Newly renovated and located in the University Center, the Main Street Grill offers a "Value Menu" that includes personal sized pizzas, burgers, a variety of grab-n-go sandwiches, salads, fruit cups, and parfaits! Expanded hours of operation have been implemented to meet your dining needs. Open Monday - Thursday from 11:00 a.m. to 2:00 p.m. and 4:00 - 9:00 p.m.; Friday from 11:00 a.m. to 2:00 p.m.



Business Affairs Promise

We are committed to helping you achieve your goals
through excellence in service --
every person, every day, every job.