Speaking to a group of new employees the other day about Excellence, I was quick to explain what Excellence is NOT, that is, it is not perfection. I confessed to the group that I was a “recovering perfectionist,” and only one other person sheepishly admitted to the same diagnosis. I was reminded of the many opportunities lost, potential for growth, renewal, and freedom that have been too easily dismissed or endlessly delayed (can you say, “procrastination?”) due to that obsessive need to perform flawlessly. Believing that you must do something perfectly is a recipe for stress and a bevy of other negative emotional and physical consequences too numerable to elaborate.

How many of you suffer from this same affliction, but are ‘recovering’… taking on challenges, promoting and accepting change, accomplishing what you up till now believed was impossible, assuming risks, willing to falter but learn and grow, battling negativity, confronting your fears, building (or re-building) healthy relationships, and experiencing the thrill of today and excitement about the future? [I would love to hear your encouraging story. Email it to me and we’ll consider printing it in the July or August newsletter.]

Some say Benjamin Franklin was a perfectionist, and, if so, I take great relief that if he was, he was revolutionary in his resolve. Ben Franklin had less than two years of formal schooling. Yet at twenty-five he founded America’s first library, at thirty-one he started its first fire department, at thirty-six he designed a heating stove that’s still in use today, at forty he harnessed the power of electricity, at forty-five he founded the nation’s first university, and at seventy-nine he invented bifocals. He was an economist, philosopher, diplomat, inventor, educator, publisher, and linguist who spoke and wrote in five languages.1 If Franklin was a perfectionist, he was persistent in pursuing the best possible life for himself and others.

We need that same steadfastness of spirit, of heart, and deliberateness to transform our workplaces; to be that man or woman who rises above the rumors, the pervasive complaining and negativity; that, due to their shedding the bondage of perfectionism and fear, can see their colleagues and customers as more important than themselves. We need to fill our bus with these competent, compassionate, and creative people, who will make an extraordinary difference in taking UTSA and Business Affairs to a prominent place of education and employment through excellence in service. Don’t procrastinate, lead now, demonstrate excellence in all you do, take the high road, recognize others. Let’s be revolutionary about our commitment to excellence. Some will be uncomfortable; that’s fine.

By the way, as a recovering perfectionist, I recognize this is not a perfect article and some will surely find great fault with it; but it’s a wrap and I’ve moved on to the next edition.

Kerry

---

1 Special Forces Ministry, The Word for You Today, June 2010
Spotlight On …

Michael Crist

Officer Mike Crist was born May 19, 1959, in San Antonio, Texas at the Santa Rosa Hospital. He is a 1977 graduate of John F. Kennedy High School.

Officer Crist worked at Sea World of Texas for eleven years. He started as a Security Officer, and was later promoted to shift supervisor. Officer Crist attended the San Antonio Law Enforcement Academy at San Antonio College in 1991 while working weekends at Sea World. He completed the Academy in 10 months and became a certified Texas Peace Officer on July 29, 1992.

Officer Crist was hired by the Bexar County Sheriff’s Department in 1993, where he worked in the Patrol Section, Prisoner Transport, and Warrant Section. In 1998, he went to work for the Alamo Community College District Police Department where he served as a Patrolman, Detective, and Corporal with approximately twelve officers and eight guards under his supervision.

Officer Crist joined the University of Texas at San Antonio Police Department in 2007. He currently works as a Patrol Officer on second shift. Officer Crist is Police Bike certified and Instructor certified. He is a Field Training Officer, and does an outstanding job training new officers at UTSA PD. In addition, Officer Crist has taught numerous Oleoresin Capsicum (OC) Spray certification classes. He holds the Advanced Peace Officer certification, and also has 32 credit hours from San Antonio College towards a Bachelor’s Degree in Criminal Justice.

Officer Crist enjoys playing softball, mountain bike riding, and spending time with family and friends. When asked to reflect on his career in law enforcement, Officer Crist replied, “I enjoy my job because I have had a chance to meet and talk to so many different people in my seventeen years of Law Enforcement. I have accumulated thousands of training hours, and have attended a variety of law enforcement and law enforcement related courses throughout my career.

I have met so many people, and have made friends with many Officers that work for all types of Law Enforcement agencies throughout the state of Texas. I enjoy helping people, and hopefully making a difference in their lives.”

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

---

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

HR Recognition

On February 11, 2010, Human Resources Management and Development received a certificate of special recognition from the SBDC as the “Most Supportive UTSA Department” for 2009.

Morrison Woods, Lead Director of SBDC shared that HR was presented the certificate of special recognition for the timeliness with which all requests for information were addressed, the efficiency of filling positions using the STARS system and the friendly, customer-oriented attitude of all staff members in the department.

Worth Remembering

"Our lives begin to end the day we become silent about things that matter."

-Martin Luther King Jr.

---

REMINDER…..

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

On April 27, 2010, UTSA announced the selection of Steve Barrera as the new Chief of Police and Director of Public Safety effective May 1, 2010.

Chief Barrera recently retired from the San Antonio Police Department as Deputy Chief - Service and Support Division Commander, reporting directly to Police Chief William McManus.

During the span of his 30 year career in the SAPD, Chief Barrera has held a diverse range of positions as he advanced through the ranks at SAPD. Barrera served as Community Relations Officer, a Lieutenant for the East Patrol and a Captain as the Research and Planning Section Commander. Most recently, he was the Deputy Chief over the Services and Support Division with oversight of department's administrative operations in the areas of Administration and Records, Communication and Transportation, Property and Evidence Storage and Research and Planning Sections.

Chief Barrera has a Bachelor’s of Arts degree in Criminal Justice from The University of Texas at San Antonio (class of 1982), where he has also taught in the Criminal Justice Department as an Adjunct Faculty member. He received his Master’s degree in Public Administration from Texas State University. He is also a former adjunct professor of public administration at Wayland Baptist University.

Chief Barrera is actively involved in daily police operations as well as planning for future developments to improve police services to the UTSA community.

Chief Barrera’s education and experience will serve UTSA well as he will be responsible for the leadership, planning, implementation, management and operation of the UTSA police department.

Please welcome Chief Steve Barrera to UTSA and Business Affairs.

Recyclemania 2010

The University of Texas at San Antonio completed the annual recycling competition called Recyclemania, sponsored by the Environmental Protection Agency. A total of 346 colleges and universities participated in this event throughout the United States from January 17 – March 27, 2010. There were various competition categories in which one could enter; UTSA participated in the Gorilla Prize Competition Division which measures the total tonnage of recyclable material collected and recycled.

This year UTSA recycled 172,426 pounds of aluminum, plastic, glass and cardboard during the competition period compared to last year’s total of 98,203 pounds recycled during the same 10 week period. We are excited that our faculty, staff and students responded so positively and that we were able to exceed last year’s total by 43%. Nationally, in the Gorilla category, UTSA ranked at 132nd place this year out of 346 schools compared to 131st place last year out of 293 participating schools, so it’s great to see the increased level of competition out there. This is one competition where there are no losers – everyone benefits! In the State of Texas, we placed 13th out of 21 schools participating in this category.

A special thanks to EHSRM staff members Anastacio Alvarez and Martha Marlena Moore, as well as work study students Christian Petitte and Manuel Calderon for their tremendous effort and dedication to the recycling program, especially during this annual event.

As we celebrate the 40th anniversary of Earth Day this year, we can all be proud of the contribution the UTSA tri-campus community has made to the good stewardship of our limited resources.

Employee Discount

Have you checked the list of vendors that have signed up to give UTSA employees a discount on their products and services? The latest additions are: Kinkade Events, LLC, The Last Straw Florist, Sam’s Club, CentroFitness, and eHarmony.com. To see all the vendors visit the HR website or follow this link: http://www.utsa.edu/hr/edp.

The discount offers are organized into categories, so just select one to see the list of participating vendors and the discounts they are offering. Browse through the list and look for your favorite business. If it isn’t there, the next time you visit print out and leave this FLYER so they can sign up too!

Getting Your Discount--It’s Easy! Most vendors just want to see your University Faculty/Staff ID; others may want you to print out a coupon or enter a special discount code on their Web site. Either way the discount will be applied at the point of purchase.
Barnes Gromatzky Kosarek (BGK) Architects, in association with Michael Dennis & Associates, received the *Unbuilt – Merit Award* for The University of Texas at San Antonio – Campus Master Plan at the April 16, 2010 American Institute of Architects (AIA) Austin Honor and Design Awards Program.

This Design Awards Program showcases excellence in design produced by AIA Austin architects and awardees are selected by a panel of distinguished jurors. BGK principal, Carl Gromatzky, was especially pleased to earn the award noting that it is uncommon for a master plan to win a design award.

The UTSA Campus Master Plan was completed in August 2009 and is expected to provide a common vision for decades to come. “This plan invites us to return to the beauty and tranquility of a Main Campus that provides for preservation of open space and a system of buildings and civic spaces connected by a logical system of pathways and roadways. It also expands that vision to the Downtown and HemisFair Park campuses” says President Ricardo Romo.

To view the UTSA Campus Master Plan, click on the following link: [http://www.utsa.edu/masterplan/](http://www.utsa.edu/masterplan/)

**AET Building—Best Interior Design Award**

UTSA’s $82.5 million Applied Engineering & Technology (AET) Building has been recognized with a Best Interior Design award in the recent San Antonio Business Journal’s “2010 Best in Commercial Real Estate Awards”. Completed in October 2009, the AET Building was designed by the San Antonio architectural firm Garza-Bomberger and represents a large step in UTSA’s growth to Tier One status.

Apart from offering technologically advanced classroom amenities, state-of-the-art laboratory facilities and a high degree of spatial flexibility, the AET has been designed with clean, crisp interiors that are emphasized with the use of stark, basic white walls along with a measured use of colorful vinyl flooring and tall wood doors to provide warm accents. In addition to a dramatic two-story entry lobby, there are bilateral corridors that divide the upper floors into halves, formally defining faculty office areas from banks of research laboratories. The lower level is divided between classroom space surrounding a large lobby, and support facilities necessary for the operation of this high-tech research building. The interiors provide opportunities for both large gatherings and smaller more intimate collaboration where researchers as well as faculty and students can meet. Collaboration opportunities also extend into laboratories where interior doors link adjacent spaces to encourage peer cooperation.

Featuring 87 faculty offices, 36 laboratories, five classrooms, a teaching lab, collaborative study niches, and the first bookless satellite library, the AET houses faculty from various components of the College of Engineering as well as the College of Science’s Department of Physics and Astronomy.
The San Antonio District Office of the U.S. Small Business Administration (SBA) and the South-West Texas Border Small Business Development Center Network honored Irene Maldonado, UTSA HUB program manager, as the SBA Minority Business Champion of the Years. The event was held on May 20, 2010 at The University of Texas at San Antonio Downtown Campus.

In fiscal year 2009, UTSA ranked third among the University of Texas System institutions in the percentage of eligible expenditures spent with historically underutilized businesses (HUB). UTSA spent more than $16.5 million with HUB vendors, which are minority- and women-owned businesses certified by the state. The total amount spent with HUB vendors accounted for more than 25 percent of UTSA’s eligible purchases.

Every year since 1963, every president of the United States has declared National Small Business Week to formally recognize the important role and contribution of America's small businesses. Events nationwide recognize top entrepreneurs for their achievements including individuals and organizations that champion small business.

Congratulations Irene!

## Wellness Program

The Wellness Program is looking for 20 more enrollees for July. It’s not just exercise. There are cooking classes, walking trails, and more.

For more information visit: [http://www.utsa.edu/safety/#/workplace/wellness](http://www.utsa.edu/safety/#/workplace/wellness).

Purchasing & Distribution Services (PDS) announced Gary Lott, Director of Financial Services & Bursar, as the recipient of the AVPA Favorite Collaborator Award. PDS is constantly pulling Gary into major strategic procurements and asking for his expertise in analyzing complex financial responses. In fact, Gary has just provided just such an analysis to the Evaluation Team reviewing the Beverage & Pouring Rights RFP. Gary’s work on this RFP is just one example of many, as he consistently and graciously volunteers his time and effort for the good of the campus. His work is of the highest quality, and it’s completed in an amazingly prompt manner. Gary represents the highest standard of customer service, and is an example for all of us. He truly deserves recognition!

Congratulations to Clay for an OUTSTANDING job!

ARAMARK and Business Auxiliary Services are committed to bringing new options to the UTSA community and understand the need for continuous improvement. ARAMARK launched MarketMATCH, a comprehensive, strategic process designed to develop a blueprint for the future of the UTSA dining program, in the Fall 2009. As a result of this initiative we are pleased to announce changes to dining services at the JPL and HSS.

At the JPL, a new Starbucks is projected to open in the late Fall, as well as an expanded salad bar in time for the Fall semester. In addition, you may see replacement of some of the furniture at the JPL Food Court. The HSS will see the installation of a Provisions on Demand (POD) in time for Fall semester. The POD will offer coffee, sandwiches, salads, sushi, and a variety of grab and go products including snacks and bottled beverages.

Please see our website for additional information at [www.utsa.edu/auxiliary/](http://www.utsa.edu/auxiliary/).
Kudos to Business Affairs Staff

Dear Paul (Goodman)

I would like to express my gratitude and my recognition to the office of facilities for the renovation work done in the room for the new electron microscope. As you well know, the work was extremely difficult due to the stringent technical parameters. The control of the room temperature, the control of the mechanical vibrations and electric fields were a major task. On top of that, we had to do it in a very short time. Thanks to the dedicated work of Tom Watson and Kathryn Pearson, the work was completed on time. We were able to keep the advantage of being the first microscope of this kind to be installed in the USA and the second in the world.

With the work that your office has done a new standard on rooms for electron microscopes has been established. Your office is contributing to making UTSA a standard of high quality in science.

With best regards,
Miguel Jose Yacaman, Chair and Professor
Physics Department

Jane (Wilcox),

Even though they had maps, directions and plenty of time, most of the vendors who participated in the HUB Vendor Fair parked in the wrong places. We started finding this out after most were set-up in the downtown campus meeting assembly room and unable to move.

Javier Munoz came to the rescue! He learned of the problem and took the initiative to create parking permit displays so the vendors would not be towed. Javier went around to each vendor and informed them of the policy, gave a parking pass display and thanked them for coming. He also helped direct lost vendors to the fair. Many vendors were impressed in his attitude and appreciated his efforts.

Thanks for a job well done!
Irene Maldonado, HUB Coordinator

Blanca Garcia, Lead
Collections Specialist,
Fiscal Services - JPL:

“She is always ready to help someone. I feel that she goes above and beyond.”

Elaine Perez
Fiscal Account Specialist, Fiscal Services

Lenora (Chapman),
Char (Charlotte Mikulec) was very diligent about working through the FCRS validation process. She had a great attitude and didn’t complain about the process or the additional work it required. There were many after-hours phone calls and emails and she always kept me posted on her progress. It was nice to not have to “check in” and ask her how things were going – I knew if she had an issue, she’d call.

She even helped me test some load files for endowment and annuities before I sent them out to the other institutions to load.

Char was a pleasure to deal with. It would be nice to have a “Char” at each institution!

Sandra Neidhart, CPA
Office of the Controller, The University of Texas System

Cortnee Welch,

Human Resources hosted an event Friday, January 15th that was catered by your group. I wanted to personally thank the staff at Aramark for making it such a great success. The staff gave excellent service, professionalism, and an appetizing display of food. This was an event attended by Human Resources Directors from campuses throughout the UT System and they were overwhelmed with the quality, care and courtesy delivered by Aramark. One individual in particular, Andy Cordova, went well beyond what was expected. He made sure every individual was served personally and when the meeting ran longer than expected he did everything he could to make sure we were all comfortable and satisfied. It was a sincere pleasure working with Andy and it is reassuring to know that we can rely on Aramark for great service and great food.

Claudia White, Human Resources UTSA

Blanca Garcia, Lead
Collections Specialist,
Fiscal Services - JPL:

“She is always ready to help someone. I feel that she goes above and beyond.”

Elaine Perez
Fiscal Account Specialist, Fiscal Services

Lenora (Chapman),
Char (Charlotte Mikulec) was very diligent about working through the FCRS validation process. She had a great attitude and didn’t complain about the process or the additional work it required. There were many after-hours phone calls and emails and she always kept me posted on her progress. It was nice to not have to “check in” and ask her how things were going – I knew if she had an issue, she’d call.

She even helped me test some load files for endowment and annuities before I sent them out to the other institutions to load.

Char was a pleasure to deal with. It would be nice to have a “Char” at each institution!

Sandra Neidhart, CPA
Office of the Controller, The University of Texas System

Cortnee Welch,

Human Resources hosted an event Friday, January 15th that was catered by your group. I wanted to personally thank the staff at Aramark for making it such a great success. The staff gave excellent service, professionalism, and an appetizing display of food. This was an event attended by Human Resources Directors from campuses throughout the UT System and they were overwhelmed with the quality, care and courtesy delivered by Aramark. One individual in particular, Andy Cordova, went well beyond what was expected. He made sure every individual was served personally and when the meeting ran longer than expected he did everything he could to make sure we were all comfortable and satisfied. It was a sincere pleasure working with Andy and it is reassuring to know that we can rely on Aramark for great service and great food.

Claudia White, Human Resources UTSA
More Kudos...

Joe Rubio,
Just have to let you know how much we ALL appreciate Marcella Duran. She is very dedicated and has great attention to detail. Her efforts to keep our offices, restrooms and common areas clean have made all the difference in creating and maintaining a positive environment here. I just can’t say enough about her work ethic and great attitude. Please recognize her as a very appreciated employee.

From all of us at the SBDC.
Patrice McElfresh
UTSA Small Business Development Center

Becky (Sanchez),
Thank you for allowing Ashley Baxter to participate in the data mining on our Files Project last week. The industriousness, wonderful attitude and persistence she exhibited allowed us to complete this portion of the task in a timely manner. We also appreciate your sacrifice while Ashley was away from your office.

Andra Kiser,
Student Affairs

Janet (Parker),
I wanted to express my appreciation for the recent work that Becky Sanchez did in preparing the pro forma for our next housing project. Her work was thorough, accurate and timely. In addition, she was very responsive and a pleasure to work with. Becky has been a great addition to UTSA.

Sincerely,
Kevin Price, Student Life

Mary (Simon): Thank you very much for letting us ‘borrow’ your staff this afternoon. Their help was greatly appreciated. Because of the volume of questions, without their assistance, I think we would still be there.

Thanks again!
Lynn Bishop
Associate Director
Academic Budgets

Gary (Lott) and Linda (Gall),
I do not often make comments in writing about employees, but did want you both to know that I have had a number of pleasant interactions with Jennette Hughes in your area. I have never met Jennette, to my knowledge, but remember that when she first started with you that I would explain a couple of Banner items and she was very receptive.

Just this moment had another interaction regarding a student, and she seems very astute. Our conversations always seem to end on a note that she understands what Banner is telling her. That is so wonderful.

Just had to pass this along to you both.
Anne C. Speights
Associate Registrar

Billy Steele, Paul Suttles and Ramiro Nino,
I want to extend my sincerest appreciation to each of you for ALL of your efforts, support, and assistance with the UTSA Signing Day Celebration. The Exhibit Floor looked fabulous and the ITC looked great!

During the program Coach Coker thanked Mr. Gette and the staff for all of our efforts.

Paul (Suttles), an extra special thanks for your team support as the event set up began early on in the day and continued with last minute set up needs including additional banners, tables, etc.

Thank you again,
Denise (Villarreal),
ITC Special Events

Jim (Strahan),
Thank you and your great staff for your support of the Asian Festival. It is rewarding to know we can count on our UTSA partners and friends to help us make our events a success. I feel like you are a big part of our team. I know I can always count on you all—and that means the world to me. I hope all went well on your end, please let me know if it didn’t.

From all the comments, it was a huge success—I still can’t believe the weather… we are so lucky… Again many, many thanks.

Jo Ann (Andera)
Director Special Events
More Kudos...

John (DeLaHunt) and Brian (Moroney),

I write to acknowledge the efforts of Roy Garza on the Chili’s Too project. Roy reached out early to EHSRM’s Fire Team and set an open and consistently positive tone of cooperation. His willingness to be proactive allowed early information sharing with contractors, timely plans review and fostered an environment of team work which was sustained through the project’s length.

Roy has demonstrated what a proactive and cooperative approach can do for on-time completion of a project. I appreciate greatly his willingness to share and to listen. We all learned many things, but none were learned in an argumentative atmosphere. This project and how Roy approached it has put new light on the teamwork required to insure success.

Roy’s efforts were noteworthy and I wanted to relay that to you.

Dan Taylor, CFI-II, Safety Specialist I, Fire and Life Safety

Jane (Wilcox) and Jim (Strahan):

I just wanted to pass along a note of thanks for your assistance with the Parking Lot for the Homecoming Tailgate event. It was outstanding! This was probably the most successful year because of the lot being blocked off. It allowed for everyone to truly set up a tailgating space. It was also nice because there were a lot of children there, mine included, and it was a bit easier to know that the rows were blocked off to through traffic. Thanks for everything you did on this event to help make it such a success! Mark your calendars for next year….. We’ll be ready to do it again.

Thanks again,
Barry S. McKinney, Director of Student Activities

Liz Raymond, Athletics

Dan Taylor, CFI-II, Safety Specialist I, Fire and Life Safety

Danesha (Little),

You are so awesome. I just want you to know that I do appreciate you, Paul (Duke), Richard (Wollney) and Jennifer (Sayers). You guys have kept me from drowning over here.

Liz Raymond, Athletics

Good Morning Manny and Carlos,

I received a call Friday afternoon regarding Thearen Blakes and the work he performed for Misty Kelley, installing a punch code lock. She was very impressed with his professionalism, his excellent customer service skills, as well as his quick turnaround getting this job completed in a timely manner. She appreciated the extra time he took to show them how to change the punch lock code themselves. As their area needs to have the code changed weekly.

She spoke so highly of Thearen, and I just wanted you two to know what an asset Thearen is to our staff.

Thank you,
Amy M. Strong,
Work Control, Facilities

John (DeLaHunt),

We held our meeting with the Asian Festival participants. The participants were very complimentary and specifically about your team’s support and guidance from planning to the end of the event. They singled you all out as being so helpful and accommodating. Just wanted to share that with you—I would be very pleased—since we usually get complaints—not compliments. Let your team know how much they are appreciated.

Jo Ann Andera, CFEE
Director, Special Events

John (DeLaHunt):

There are several folks in Facilities that are amazing to work with and provide amazing services. Mark Valle, plumber/welder, is definitely one of them. Recently we had a welding project that needed someone with precision and skills and Mark definitely delivered the job flawlessly. Most importantly, Mark’s communication was exemplary, we knew what to expect and he started and completed the job in the timeframe he indicated.

Adhering to timeframes is critical to us and we are extremely pleased with the professionalism that he showed.

Sincerely,
Luis Zorrilla, Assistant Director
Laboratory Animal Resources Center

Mark Valle, plumber/welder, is definitely one of them. Recently we had a welding project that needed someone with precision and skills and Mark definitely delivered the job flawlessly. Most importantly, Mark’s communication was exemplary, we knew what to expect and he started and completed the job in the timeframe he indicated.

Adhering to timeframes is critical to us and we are extremely pleased with the professionalism that he showed.

Sincerely,
Luis Zorrilla, Assistant Director
Laboratory Animal Resources Center
Chief Barrera,

First, welcome to the UTSA family. I hope your first week was a pleasant one.

I want to recognize three officers who went above and beyond last Thursday night at the first commencement ceremony. We had a very large crowd that night and at 6:45 p.m., fifteen minutes into the ceremony, we reached maximum capacity and had to start directing guests to the overflow area in the University Center. As you can imagine, there were several guests who became very upset and very vocal.

Lieutenant English, Corporal LoBrutto and Officer Crocker did an incredible job of working with the commencement staff, enforcing the decision to direct guests to the overflow area, and dealing with several guests who were less than polite or understanding. Your officers handled a potentially explosive situation with professionalism and grace. I was very impressed with their ability to remain calm in the face of several irrational guests who simply wanted to argue the same point over and over. Of course, while these three officers were dealing with the disgruntled guests, your other officers continued to monitor the crowd and deal with regular issues.

I believe that excellent work should always be recognized. These three officers did an exceptional job on Thursday night.

I look forward to meeting you soon,

Sincerely,
John Kaulfus, Associate Dean of Students

Hello,

I wanted to let you all know that Robert (Dickens) has done a phenomenal job working with UT System OGC business and trademarks attorneys and staff over the course of at least 18+ months to finalize this contract. VPSA has approved and is awaiting final execution.

Please let us know if you have any questions as we implement this new business relationship with Nelligan’s which we anticipate is going to be very beneficial to the growth of UTSA Athletics program. We anticipate there may be procedural issues to work out in the coming months.

Thanks, Edna Dominguez
Student Affairs

Hello,

Dave (Riker),

First, I want to commend Carlos Alonso. This is not the first time he has been assigned to work on projects in our building. His latest project of replacing 25 year old office carpets has been outstanding and I need to let you know that we are very pleased with his efforts. It is a pleasure to work with caring and conscientious individuals like Carlos who are dedicated to doing a good job. Well done.

And Kerry since you are reading this, all I can say is that you are a lucky fellow to have Dave’s dream team working with you. They make you and us look real good and you need to be aware of that.

Again thanks,
Mansour EL-Kikhia
Department of Political Science

Mr. (Gary) Lott,

I will make a very long story short: A mistake was made to my daughter’s UTSA account and a hold was placed on her account incorrectly. I have been working for 2 weeks to get it removed and it was not until I made contact w/ Ms. Linda Gall, did I begin to see results. Everyone agreed that it was a mistake but no one seemed to be able to get it removed. More importantly, we needed a transcript sent to the University of Texas, in order for my daughter to register for fall classes (she is a CAP student) and Ms. Gall made this happen.

Additionally, she completed long and exhausted research to find my cancelled check, in order to prove that we did not owe any money. I think she went up and above her duties and I wanted you to know how much I appreciate the efficiency of your team, specifically Ms. Linda Gall!

The process of removing the hold is still in motion but I feel confident that w/ Ms. Gall’s assistance, it will be resolved soon. Since we do not live in the San Antonio area, it has been very helpful to have a UTSA representative (Ms. Gall) give me her direct phone line, instead of holding for what seemed like an “eternity” on the phone!

In conclusion, God bless Ms. Gall. I was becoming very frustrated and did not know who to turn to next.

She deserves a raise! Thank you!

Sincerely, Karen C. Wood
Business Affairs Promise
We are committed to helping you achieve your goals through excellence in service -- every person, every day, every job.