

Business Horizons

A monthly publication of Business Affairs

every person
every day
every job

January 2009

Calendar of Events

Kerry's Korner

**New Employee
Welcome Program**
January 27

As I write this column, there's a bushel load of celebrating going on in D.C. and throughout the country with the historic inauguration of President Barack Obama. And so it should be as we celebrate and honor the president and his new cabinet. May God bless the United States through President Obama's presidency.

**Business Affairs
Staff Council**
January 28

On a much smaller scale here, but still critically important to our mission and success in Business Affairs, is our attention to formal and informal celebrations of our people and the many achievements to which they have dedicated – and often sacrificed - their time and energies. I am impressed and gratified with the many commendable ways we are recognizing each other for progressive, proactive, and creative solutions to assist our customers and colleagues in achieving their goals. We must always be attuned to opportunities to celebrate achievement, sacrifice, and great effort.

**Survey of
Organizational
Excellence**
February 2 – 27

I wonder, though, how we're doing – how each of us are doing - in the broader picture of building community with others in and beyond Business Affairs. By 'community,' I'm referring to "living in vital connectedness with others."¹ Edward Hallowell writes that for most people the two most powerful experiences in life are *achieving* and *connecting*. We definitely have a good history of late of achieving. But, is it possible to experience both achievement AND connectedness in the workplace – specifically, here at UTSA; *community* to the point of experiencing *vital connectedness with others*? Or, is the workplace reserved for achieving, while community, connecting to others, gets reserved for times beyond our campus experience? I believe connecting to our colleagues at work is indeed one of the most important elements to our overall well being, productivity, and success. Healthy boundaries are, of course, a must, especially in the workplace.

**UTSA Mandatory
Compliance Training**
February 2 – 16

One of my best friends is a former colleague in Austin. After he left our company, for many years, we consistently had breakfast every Friday at Jim's before work. Since I left Austin in 2003, we've talked by phone every Friday morning, as schedules permitted. We have a vital connection that began in the workplace, has served us well for 20 years, and helped in sustaining us both through a host of challenges and many celebrations. And I have been most fortunate to have had the opportunity to enjoy wonderful community here at UTSA. I'm certainly not suggesting that connecting to others must always result in a 20+ year friendship, as that must be the exception rather than the rule, but it does point to the importance and impact of taking the time to get to know others at other than a surface level.

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Celebrating. Building Community. If you are not, consider these two most important, meaningful and impactful activities to enrich your life, and the lives of others, while partnering to enhance the education experience of our students and advance the goals of our colleagues – every person, every day, every job.

Kerry

¹Ortberg: *Everybody's Normal Till You Get To Know Them*



Spotlight On ...

Cheryl Gay

This month's spotlight is on Cheryl Gay, Senior Accounting Technician in the Disbursements and Travel Services Office.

Cheryl and her family moved to San Antonio in 2001, the same year that Cheryl came to work at UTSA. Cheryl's husband, Malcolm, retired from the Air Force in 2005, and they like San Antonio so much, they are planning on remaining here!

Cheryl started her career with UTSA as an Accounting Clerk III. In just 2 short years, she was promoted within the department to an Accounting Technician position, and recently was promoted to Senior Accounting Technician.

Numerous departments and staff

throughout the UTSA Community will confirm that Cheryl is able to handle all issues with a cool and calm demeanor. She is well known for being responsive and calm while others might get stressed and frazzled. Her supervisor, Deby Bailey says, "I am in awe of the way Cheryl handles the daily stress that we are all under. I can go to her and just talk about issues and get a better perspective of how to proceed."

Cheryl has several hobbies to keep her occupied. She enjoys knitting and recreational reading, especially legal thrillers such as John Grisham. Most recently, she developed a passion for cycling. It's been challenging for her, but with the support of Malcolm, she completed a 42 mile ride through the town of Floresville. Talk about determination and a real challenge!!!!

Cheryl not only works at UTSA, but she is also a student. She completed her associates degree in Accounting at the University of Maryland and is completing her bachelor's degree in Accounting with an expected graduation in 2011. Her son, Michael, recently graduated from high school and plans to attend UTSA. Cheryl's brother, Darrel, joined the UTSA family by going to work in the IT Department. This is a real UTSA family affair!

Cheryl is truly a team player, and lives the motto, "**Partnering for successful solutions.**"

Thank you Cheryl for your dedicated service to the university and Business Affairs.

Cheryl 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!

Rosa Mendez



Rosa G. Mendez, a recently retired UTSA facilities services employee, died January 7th at age 80. A UTSA employee since 1992, Mendez collapsed December 31st from a massive heart attack while leaving campus, after completing her last day of work before retirement.

Known as "Rose" to her many UTSA friends and co-workers, she encouraged everyone she knew to "always make the best of life." Additionally, she was a founding member of the UTSA Staff Council.

Her advice to the rest of us was: "Remember, yesterday is history, tomorrow is a mystery, but today God has given you a gift. Make the best of it. Do good and enjoy life. That's what you have to keep doing."

To read more about Rose visit: <http://www.utsa.edu/today/2009/01/mendez.cfm>.

Worth Remembering

A positive thinker does not refuse to recognize the negative, [but] refuses to dwell on it. Positive thinking is a form of thought which habitually looks for the best results from the worst conditions.

~Norman Vincent Peale

REMINDER.....

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

Kudos to Business Affairs Staff

Dear Mr. Riker,

At the UTSA Police Department, we have had the fortune of experiencing excellence on a daily basis because of the great work performed by members of your housekeeping staff.

I want to acknowledge Ms. Domitila Garcia, Mr. Herman D. Herrera, and Mr. Pete L. Esquivel for their commitment to excellence in providing housekeeping duties for the occupants of the Physical Plant building. Day in and day out, they make it a point to ensure that our facility shines and reflects an appearance of excellence that is in keeping with our expectations. Add to this their prompt response to the unexpected and only one word comes to mind, Outstanding! Their spirit and enthusiasm is always refreshing, and it is truly a pleasure to work with them.

Please extend our sincerest gratitude to each of them for their commitment to excellence. Thank you for providing us with such great service and for your commitment to being our partner for successful solutions!

Sincerely,
Dave Hernandez, Chief of Police

Ms. Wilcox and Ms. Harrison,

The purpose of my note is to express my gratitude and admiration for the excellent shuttle service available to the disabled. I am a UT System Administration employee and I have just had the pleasure to attend a two-day meeting on your 1604 Campus. I parked my car both days in the disabled parking area in the South parking lot and both days the UTSA shuttle drivers offered assistance and a ride to the building I was going. Needless to say, being in a wheelchair and the weather being as cold, it was an unbelievable help.

I am amazed at – and applaud – the university's commitment to service to the disabled as evidenced by the availability of this assistance. I have traveled to all UT institutions and to a good number of universities nationwide and I have not encountered anything like this. Truly, this is the kind of thing that could make a great difference in a person like me when weighing employment opportunities.

With sincere appreciation,

Miguel Soldi,
UT System Systemwide Compliance - Information Security

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

Michael (Barnett),

Thanks for all your folks do - it is appreciated and we are thankful for all your hard work. Because when you think about it your folks are the foundation of each of our lives what you do impacts our families and way of living!!!

Jim Massaro
Assistant Vice President
for Research Development
Facility Security Officer

Hello Robert (Dickens),

Happy Holidays from Far, Far West Texas.

I wanted to ask your permission to steal information from your website to use here at UTEP? Your (contract) information is first rate, the best I've ever seen for informing your customer about the services you provide them.

Please let me know if I can use your information.

Have a great holiday season.

Jeff Mountjoy, Contract Administrator
University of Texas at El Paso

Barbara (Centeno),

Your organization (HR) is a great example of how service should be provided!

Thanks and happy holidays.

Rudy Reyna

Survey of Organizational Excellence



Make a difference in how UTSA continues to grow and reach its objectives, and make a difference as a contributor in our Business Affairs organization's pursuit of excellence.

In order for us to continue to move forward in positive directions, we will be conducting the Survey of Organizational Excellence (SOE) for all areas of Business Affairs beginning Feb 2nd. Many of you will remember taking the survey in January 2007.

Some comments heard about the survey include:

Ernestine Alejandro, Instructional Designer, Training & Development stated, "I started working here 5 months ago and I look forward to taking the Survey. I like the idea that the management team is interested in employee satisfaction and I think the survey is a way for employees to voice their opinion."

Joe Rubio, Director, DTC Facilities said, "The Survey of Excellence (SOE) is an excellent management tool where you have a feel for the employee's pulse, but just like any tool it must be used to fix or change things, and the survey gives us a starting point."

Since 2007, executives and managers have used the information gathered to strive for systematic improvements in these five important dimensions.

- Work group effectiveness; including team and supervisory relationships
- Workplace accommodations; including pay, physical environment and employee development
- Organization features; including quality and strategic emphasis
- Information flow; within and between work groups
- Personal aspects of work; including job satisfaction and management of time and stress issues

As a result of the 2007 survey, each work group found different strengths and opportunities for development. Programs have been developed, avenues of communication have been designed and team relationships have been supported with team building. To find out more about the Survey and specific accomplishments implemented, please visit the SOE web site at <http://www.utsa.edu/hr/soe/2008/index.htm> and watch the SOE video.

We look forward to your participation and feedback as we continue to strive toward creating an organizational climate of Excellence. Our participation rate has continued to increase throughout the years! We have achieved a 83% and 85% participation rate in the previous years and are striving for a 90% this year!

You will be receiving the Survey the first week of February and will have the month of February to complete the Survey. Thank you for your enthusiasm, interest, and participation in this important Business Affairs initiative!

Downtown Campus – Bill Miller Plaza

The Downtown campus Bill Miller Plaza improvement project is underway and will include removal of diseased trees, transplanting, new tree plantings, lawn refurbishment, and installation of an irrigation system and improved lighting. To ensure pedestrian safety, barricades and warning signs are installed around the circular walkway in the plaza with the circular walkway remaining open for access to all campus buildings and parking areas. Scheduled to be completed in June 2009, the project will provide many new enhancements to this popular outdoor campus area.



Construction Update

Engineering Building II



Construction of the Engineering Building Phase II expansion is scheduled for completion in 2009. Offices and labs will begin moving into the building in November 2009. Connected to the existing Biotechnology, Sciences and Engineering (BSE) by a walkway, this 150,000 square foot building will provide classrooms, labs, offices and support space for the departments of Physics & Astronomy, Biomedical and Electrical, and Civil and Environmental Engineering.

Annual Financial Report (AFR) Completion



to various state and federal agencies.

Key members from the Office of Accounting Services, Grants and Contracts, Financial Services and Inventory were honored for their diligent work in completing the Annual Financial Report (AFR), a document used by the State of Texas to determine UTSA's financial condition and in reporting

Janet Parker, Associate Vice President for Financial Affairs and Lenora C. Chapman, Assistant Vice President for Financial Affairs and Controller, hosted a dinner and thanked the employees who worked tirelessly from August until the October 6th deadline. "They do whatever is necessary to meet the deadline. Last year, there were four vacancies (in the department) and they worked every weekend for eight weeks," said Chapman.

The AFR consists of three primary statements that illustrate what UTSA owns, its obligations, remaining balance, the results of operations for the year and its incoming and outgoing cash flow. In order to compile the data contained in the AFR, the staff relies on each UTSA department head to adhere to a year-end processing schedule, such as ensuring all money is deposited and all invoices for products received or services delivered are paid.

Several staff and process changes were also made this year to increase efficiencies and reduce overtime. Vacant positions were filled, workload was redistributed, the accrual process was changed and the small purchase order deadline was moved up in order to complete the year-end process and prepare the AFR.

UTSA Police Awarded International Accreditation



From left: Chief Theron Bowman, Dr. Ricardo Romo, Mr. Kerry Kennedy, Chief Dave Hernandez

UTSA Police Chief David Hernandez received an international accreditation certificate on behalf of the UTSA Police Department during a ceremony, January 22 in the University Center Retama Auditorium on the 1604 Campus.

The certificate was presented by Arlington Police Chief Theron Bowman, a member of the Commission on Accreditation for Law Enforcement Agencies (CALEA). The award is a prized recognition of public safety professional excellence and is a voluntary process.

A team of CALEA assessors conducted an on-site assessment of the UTSA Police Department from

September 28 to October 1, 2008. The assessors examined the department's policies and procedures, management, operations and support services and determined that the police department meets the commission's high standards for accreditation.

On December 6, Hernandez, Kerry Kennedy, Vice President for Business Affairs, and UTSAPD accreditation team members traveled to the CALEA conference in Tulsa, Oklahoma, where Hernandez appeared before CALEA commissioners regarding the accreditation. The committee voted to award accredited status, bringing with it the honor of being the only accredited police agency in Bexar County.



Accreditation Team from left: Officer Melody Piepho, Guard Gene Garcia, Sgt. Robert Hudson, Officer Mark Smith, Captain Daniel Kiley

UTSA—Recyclemania 2009



The University of Texas at San Antonio has begun its countdown for Recyclemania – the nationwide college and university recycling competition. As in past

years, we will be going up against some of the largest schools in the nation as well as many Texas colleges. The 2009 competition started on January 18th, and extends through March 28th.

Sponsored at UTSA by the Office of Environment, Health, Safety, and Risk Management, Recyclemania needs the help of all departments to advertise and, more importantly, to recycle as much as possible. We believe our university has the best team of students, faculty, and staff, which will enable us to place high in the Recyclemania competition and we are asking for everyone's cooperation.

WHAT WE NEED YOU TO DO:

- **Recycle All Paper (catalogs, newspapers, boxes from frozen meals, etc)**

- **Collect recyclable aluminum, plastic and glass items – deposit in nearest receptacle**
- **Break down cardboard boxes (pizza boxes count). Place beside large paper bins (housekeeping will pick them up and take them to the compactor)**

The recycling program has been growing here at UTSA since 2005 and this will be our 3rd year to participate in Recyclemania. The recycling containers for aluminum, plastic and glass, paper, and cardboard are checked daily and are located throughout all three campuses in common areas, offices, and dorms. In the first quarter of 2008-2009, EHSRM processed more than 100 tons of recyclable materials, and we know how important it is for everyone to care for the environment. We are proud of our campus at the University of Texas at San Antonio. It is time to show other universities and colleges that our students, faculty and staff have the right stuff for Recycling. Let's recycle together for UTSA and the world!

UTSA Website:

<http://www.utsa.edu/safety/recycling/>

Recyclemania Website:

<http://www.recyclemaniacs.org/overview.htm>

Pedestrian Safety Promoted at Downtown Campus



To enhance pedestrian safety at the Downtown Campus, the City of San Antonio recently installed additional signage and pavement painting at

the Frio Street mid-block pedestrian crosswalk. The University has distributed awareness information reminding the campus community to use the following pedestrian safety recommendations in all crosswalk locations:

- Be alert for vehicles that may not stop for you.
- Make eye contact with drivers if possible, to make sure they see you.
- Never assume drivers will yield to pedestrians when

crossing an intersection or a mid-block crosswalk.

- Do not take phone calls or text messages as you prepare to cross the street. Focus your attention on the street.
- Put away newspapers or books. Look both ways before crossing the street.
- Turn off personal audio devices. Listen for approaching traffic and emergency vehicles.
- Never cross a street where there is no crosswalk. A pedestrian jeopardizes his or her safety when crossing outside of a crosswalk zone.
- Yield to drivers at intersections where the pedestrian does not have a "walk" signal and where vehicles have a green signal.
- Take care not to suddenly move into the path of an approaching vehicle that does not have sufficient time to yield.
- Walk on sidewalks where they are provided and accessible.

Business Affairs Promise

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