

# Business Horizons

A monthly publication of Business Affairs

every person  
every day  
every job

## February 2009

### Calendar of Events

### Kerry's Korner

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

**Survey of Organizational Excellence**  
February 2 – 28

**Business Affairs Breakfast**  
February 18

**New Employee Welcome Program**  
February 24

Everywhere I've turned these past couple of weeks, I've come across the word or expression - passion. Certainly this month's Valentine's Day gives us several perspectives of 'passion,' but I've heard and seen it repeatedly in my pastor's sermons, I've read of its need when following our ambitions, goals, and calling, and I most recently saw it expressed in the movie, *Before Sunrise*, that I usually would never have watched because it had more talking in it than Brenda and I normally experience in a year.

It was a simple story of love, passion, and relationships. There were only two protagonists in the movie that focused entirely on a young single couple – a French girl and an American guy – who meet on a train speeding for Vienna and then on to Paris. He's flying back to the States earlier than expected the next day after experiencing rejection and a failed relationship in Madrid. After an 'accidental' meeting and a long, often uncomfortable, conversation, he convinces the pretty Parisienne into getting off the train with him in Vienna, spending the evening and the next morning walking the streets of Vienna to get to know each other until he must depart. She obliges, and the remaining 1½ hours follows the couple through a PG-rated, romantic and passionate time of bonding, while touring the sights of historic Vienna. Predictably, they fall in love, but realize they will never see each other again. They seemingly easily accept it as their fate. But as they embrace at their departing, they express their deep longing to meet again, promising to return in exactly one year; no, 6 months from the previous evening on Track 9 at 6 p.m. She reluctantly boards the train for Paris, and him his U.S.-bound flight. Both in pain and anguish over their separation, they smile at their 'chance' encounter and passionate experience. The credits roll; The End. We are left to debate and fantasize over their future.

Passion: "a strong or extravagant fondness, enthusiasm, or desire for anything." (Webster's)

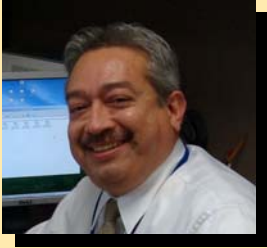
While not in my top 1,000 movies ever, it gave me pause to consider my passions, and quite frankly, yours. There's just something about knowing what drives a person, what we are passionate about, for whom and what we are willing to sacrifice ourselves in order to fulfill that healthy drive, enthusiasm, or 'strong, extravagant fondness.' If you had to come clean and write down your Top 10 Passions, what would they be? Can you list them? Try it right now; make a list. Could you share these with others?

While I would never desire your job to be your top passion, and in fact would strongly urge against it, I do trust that there are at least several elements of our institutional mission, vision, values, brand and collegial working environment that ignites an internal passion to make a difference in other people's lives, leave a legacy, and ultimately make a difference that lasts an eternity. That's possible at UTSA – by every person, every day, in every job. You ARE passionately making a difference! Let's make a movie!

Kerry

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Spotlight On ...

# Gene Garcia

Gene Garcia, Administrative Associate I, University Police, is this month's spotlight.

Gene was born in Antigo, Wisconsin, and moved to San Antonio in 1981. He attended Judson High School, graduating in 1983.

In 1988, Gene joined the U.S. Navy, and after 20 years of service as an Electronics Technician and a Marketing Manager, he retired.

Gene started his career with UTSA,

in 2008, as a Guard with University Police, but his career as a Guard was short-lived. Gene was assigned to the Police Accreditation Office to assist with the accreditation process. With Gene's assistance, the Department received its accreditation through the Commission for the Accreditation of Law Enforcement Agencies (CALEA) in December 2008.

Gene has been permanently assigned to the Police Accreditation Office. His methodical and meticulous approach

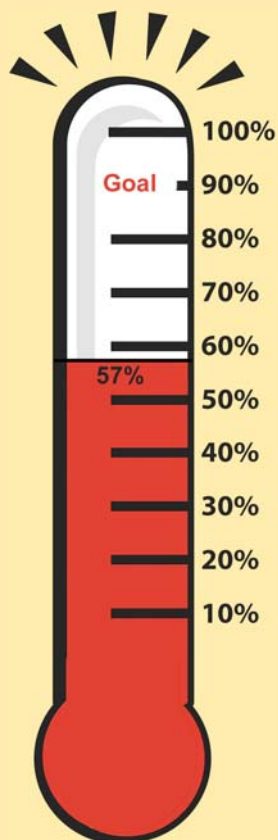
to the details of his position and duties will ensure the Police Department retains its accredited status.

In his spare time, Gene enjoys participating in various sports activities, fishing, and spending time with his three children, Christopher, 14, Michael, 10, and Calista, 6.

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

*Gene 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!*

## You Make a Difference



**Don't forget to take the  
Survey of Organizational Excellence  
and take advantage of the opportunity to  
voice your opinion.**



**Call Anne Jett at ext. 4658  
if you have not received your survey by email.**

## Kudos to Business Affairs Staff

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

Kerry,  
I am writing to let you know what a terrific job Jonathan Jarrell did with respect to the transition for Communications and Development to their new space at University Heights.

Jonathan was the key person responsible to interacting with the space planners to assure that the universities needs were met in the build-out; he interacted with the landlord's representative and the construction contractor to assure that the tenant improvements were constructed to our satisfaction; he worked with the folks who are moving to make sure that they got the space and the furniture they wanted and needed (and within a reasonable budget); and he scheduled the move and made sure that the move occurred in an orderly fashion.

Jonathan did a great job!

Pam (Bacon)

**DTC Facilities Staff**

I'd like to thank all of you for making my days at DTC fun. Over the years when I needed any assistance you all were very willing to help, and I appreciated that. I know there were many times when I borrowed tools to fix my bike and other things that you all were so understanding of and had no problems helping me out with.

When I worked nights, sometimes I was the first person some of y'all saw on campus and I was always excited to see y'all come in (because I knew I would be going home soon). If it was to take a report, open a door, or just to say hello, y'all always made me smile when I got there. I appreciate how welcome you all made me feel working at DTC. I will be moving to a bigger department at SAPD and will miss seeing you all everyday. I wish you all the best.

Sincerely,

Maria Salazar  
Police Officer

**John (DeLaHunt),**

Thanks to you and your team for guidance, assistance, supervision and onsite inspections for Asian Festival. Everyone did a great job. The teamwork, communication and general good attitude of your team makes our jobs so much easier. Thank you for your support and I look forward to working with you to take our experiences and work toward a more efficient and safer operation.

Best regards,  
Jo Ann Andera

**Jane (Wilcox),**

I would like you to know that three employees in the parking office have shown excellent customer services and partnering skills with Fiscal Services-MS. Samuel Barrera, Jennifer Machorro and Marina Santellanes always help my staff and I with problems or issues that come up. They help with solutions in a quick and timely matter. They always go above and beyond and should be recognized for their efforts. They definitely help to close any gaps between our offices and we would like to say Thank You!

Thanks, Stacie Garza

**Judy (Verdon),**

We can't thank you enough for creating and presenting the Team VPR Workshops. The 4<sup>th</sup> Workshop and Graduation was a game winning touchdown! We have seen tangible results: Participation of staff, camaraderie, sharing knowledge, VPR departments famous for our team effort and fun.

We appreciate all you do – you have made a difference in our departments!

Kelly Kam Watson  
Office of the Vice President for Research

## Kudos continued

Well done!

Four people from police department were very helpful and professional when I came out of my evening class last Thursday to discover a flat tire in the parking lot adjacent to the Main Building. I wish that I knew their names but the officer stayed with me until the courtesy truck arrived and even helped me get the spare tire out of the wheel well.

One lady from the courtesy truck got the flat tire off and I was most impressed. If she knows how to do it, I will learn how to do it too. She was then called away to help someone with a car that would not start. Two gentlemen from your courtesy truck service then finished changing the tire. They did a good job and gave me good advice (I was afraid to drive home on that small tire so late at night). They really were wonderful and I am most grateful. Feel free to contact me for more good words about them.

Sincerely, Dr. Susan Pass, DILT, UTSA

Dear Dave (Riker),

This letter is on behalf of the LARC Administrative Office, which we all wish to show our appreciation for Juanita Zambrano's custodial services on the first floor of the Science Building.

This letter is a small demonstration of our appreciation for Juanita's dedicated service to our floor and our department. We are "amazed" at the dedication and work ethic Juanita shows day-by-day. We are witnesses to what we think is one of the most dedicated custodial staff this campus has. She works fast, thorough and with the most content heart.

Truly Dave, we are so impressed and so thankful to Juanita that we all decided to endorse this letter with our signatures. She is truly a delight to be around and in our opinion, among the best.

Sincerely,

Marcel I. Perret-Gentil,  
Laurie Long, Porsha Mendoza,  
Luis Zorrilla and Jessica Kurz.

## Annual Forum

**Please Hold This Date**

**May 20, 2009**

**Business Affairs  
Forum**

## New Process

### HR Separation Form

In an effort to create a simple, streamlined process for employees who are terminating employment with UTSA, the Human Resources (HR) department is happy to announce the new University Separation Process. To view the new Process, please visit the HR website at

<http://www.utsa.edu/hr/Separation/empsepprocess.cfm>

## New Websites

### AVP Administration

AVP Administration (AVPA) has a new website: <http://www.utsa.edu/bussvc/departments/index.html>. AVPA has a diverse group of services that are only a click away! A special thanks to Ruben Ortiz, Webmaster, and the Web and Multimedia Services Team for all their help.

### Contracts

Contracts also has a new web page <http://www.utsa.edu/bussvc/departments/contracts.html>.

From this page, you can link to information about preparing contracts, and to some commonly used forms and contract templates. We want to thank Kathy Tragos for her role in creating many of the forms and processes.



## Construction Update—University Heights



A newly built-out 9,753 square foot office space at the University Heights Technical Center, located at 5723 University Heights Blvd. Building II - Suite 400, is the new

home for over 50 employees from Development and Communications. Their move will join employees from the Monterey Building at the Downtown Campus with those from the John Peace Library and Main Building in one location. Phase II of the project follows later this Spring. Legal Affairs, Audit & Compliance, Undergraduate Studies, Telephone Services, Student Information

Systems (SIS), Enterprise and Art Curator departments will move in to Building IV University Heights Center. A third phase includes a renovation of the existing UTSA lease space at Building II, Suite 500. The renovated suite will provide additional space for the Human Resources department and some of the Financial Affairs offices.

## DVD Kiosk



ARAMARK understands the need for convenience in the lives of UTSA students. With that in mind,

ARAMARK is providing DVD rentals at the newly positioned DVD Now

kiosk in the University Center Food Court. The kiosk, located across from Taco Cabana®, offers current DVD titles and new release titles at a low rate of \$1.29 for the first 24 hours and \$0.99 for each additional 24 hours. All major credit cards are accepted as payment, titles are updated every Tuesday, and the rental process couldn't be easier.

## Auxiliary Services



The University of Texas at San Antonio is pleased to announce that Carmen Juarez has accepted the position of

Administrative Service Officer I with Business Auxiliary Services effective February 16th. Carmen most recently served as the Administrative Associate II with Advancement Services and also previously served as the Senior Administrative Associate for the Bicultural-Bilingual Studies Division in the College of Education and Human Development.

Carmen has over 20 years of customer service experience both in the private sector as well as at UTSA. Welcome Carmen!

## Collaborator Award



Business Auxiliary Services (BSA) is pleased to announce our Favorite Collaborator Award. Bob Miller with Student Affairs recently provided essential feedback to BAS about an outstanding issue and we were able to effect a change immediately. Thanks to Bob for his contribution to the BAS vision!

### Worth Remembering...

"If you are going to achieve excellence in big things, you develop the habit in little matters. Excellence is not an exception, it is a prevailing attitude."

— Charles R. Swindoll

## News @ UTSA



UTSA Today recently compiled a list of all UTSA newsletters, including several

Business Affairs Newsletters.

Click the News @ UTSA picture to view all the newsletters from many UTSA departments.

## Campus Events

**UTSA Diploma Dash**  
February 21

**Great Conversations**  
February 24

<http://www.utsa.edu/today/2009/02/greatconversation.cfm>

**Black History Knowledge Bowl**  
February 24  
UC Denman 2.01.28  
6:30 p.m.

**Homecoming**  
February 26 – 28

<http://www.utsa.edu/homecoming>

**Health and Wellness Expo**  
March 4  
Sombrilla, HSS & UC Denman  
<http://www.utsa.edu/health/healthfairs.cfm>

## Business Affairs Staff Relations Council 2008 – 2010



Meet the new Business Affairs Staff Relations Council members.

The purpose of this council is to facilitate communication and improve the

functions throughout the business organization. Please contact the representative in your area if you have any suggestions to improve our procedures or services to the community or concerns that you would like your representative to bring to the table.

<u>Department</u>	<u>Representative</u>	<u>Alternate</u>
Facilities Services	Matthew May Patricia Morehead Angie Rivera	Rick Shenton Vladimir Andzic Nathan Strong
Administration All areas	Stephen Speights	Ruth Carrillo
Financial All areas	Maria Alvarez	Linda Martinez
University Police All areas	Rebecca Gomez	Thomas Fluckiger
Human Resources All Areas	Claudia White	Judy Verdon

## Direct Deposit



The number of students requesting direct deposit — a service that electronically deposits non-payroll related refunds and reimbursements to a designated bank account — has increased 16% this semester, and can be attributed to a new

online authorization form, as well as several creative promotional efforts by the Financial Services Office (FSO) staff.

“Our participation rate has been stable for several years, so this is a pretty big jump,” said Gary Lott, Director of Financial Services and University Bursar.

The FSO launched an online form in ASAP, allowing students to add, modify and delete their refunds and reimbursements via direct deposit in real-time, replacing the old process of printing out a form, turning it into FSO and then waiting for it to be manually processed.

“With this process, students can decide to setup direct deposit themselves as long as they do it before the next check run starts processing. They’ll be picked up in the very next run,” said Lott.

Debbie Riley, Associate Bursar, designed and distributed t-shirts to all FSO staff who wear them on selected days, such as the first day of classes and on payment deadline days. She also participates in student orientation activities promoting direct deposit. “I encouraged direct deposit to approximately 200 students,” said Riley.

Students can visit ASAP at <https://asap.utsa.edu/> to sign up, modify or delete direct deposit. No forms are necessary.



## Shuttle Signs

The Transportation Services division of Business Auxiliary Services identified initiatives that will enhance the shuttle system. The first of these



initiatives is electronic signage on the buses. Digital signs will be installed on each of the shuttle buses over the next few weeks, replacing the corplast signs currently used to identify the routes which are difficult to read. This measure assists all riders with an easier way to determine which bus serves each of the routes.

Other possible initiatives might include enhanced shuttle maps that are expanded to include maps to the off-campus apartments; a pilot program for approved UTSA department advertising on the inside of the buses; and collaboration with Athletics to brand the buses with the new Roadrunner logo.

## Business Affairs Promise

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