

Business Horizons

A monthly publication of Business Affairs

every person
every day
every job

May 2009

Calendar of Events

Kerry's Korner

May 20
Business Affairs
Annual Forum

May 25
Memorial Day

May 28
New Employee
Welcome Program

Brenda and I have been experiencing some challenging communication and relationship issues lately, attributable to rather trivial problems, at least in perspective to eternity and life in general. But nevertheless, there's been discouragement, hurt feelings and emotional pain that naturally surface in meaningful relationships. As she slept this morning, not having to go to work till afternoon, I slipped out of the house early, but left behind a Napkin Note. Quite simply, a Napkin Note is what it implies – a note scribbled on a paper napkin; emphasis on 'paper.' But not just any kind of note, like "pick up milk" or "I need more popsicles." It's normally a note of affection, or in my case, I've become proficient with notes that grovel for forgiveness due to my insensitivity, withdrawal or some other specific utter relationship failure. I have used Napkin Notes to write Brenda quick, but thoughtful, expressions of love or encouragement, or just a reminder that I appreciate and am thankful for her.

The great thing about Napkin Notes is that you get to develop your own unique ways of using them. I like to surprise her, leaving one by her morning coffee as I depart for the office. (She won't miss seeing it if it's beside her coffee cup!) But alternatively, they could be left on her pillow, taped to the bathroom mirror, they could mysteriously show up in her purse, or be taped to her car's dashboard. Creativity and imagination are the keys to effective communication, surprise, and connectivity via Napkin Notes. And while a matter of preference, I generally write on a diagonal from one corner to the opposite corner, giving the note a more unique character and design than one written 'squared up' on the napkin.

By the way, in case you're curious about the response to the Napkin Note I left her this morning? We have resolution! We're fine, as always, and are moving on, recommitted to keeping things in perspective and always committed to the relationship first and foremost. Napkin Notes are a wonderfully inexpensive, unique, fun, and effective way to communicate appreciation and continued affection to the spouse.

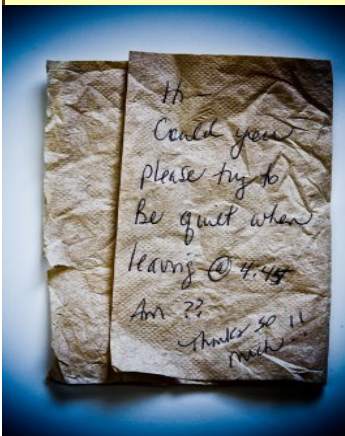
Way before Paul Newman uttered the phrase, "What we have here is a failure to communicate," in the 1967 classic movie, Cool Hand Luke, we have searched for effective communication techniques. In the last few weeks I've been surprised and pleased by those who have told me that they enjoy reading Kerry's Korner. (I thought Brenda and occasionally our girls were the only ones reading it besides Sue, Julie and Jennifer, who don't have a choice.) One of the most encouraging facets about those telling me that they enjoy the Korner was that they personally told me - to my face. We don't think that verbalizing our appreciation is unique, but it is; personal, engaging and thoughtful. With all the other possible modes of communication, i.e., face book, email, hand-written notes, twittering (whatever that is), etc., to hear a sincere compliment IS quite encouraging. Thanks to all of you who refocused me on the most genuine, sincere and effective communication medium of them all.

So, whether by Napkin Notes, a twitter, or to your face, effective communication is one of the foundations for healthy workplaces AND relationships. May your day be special and rewarding.

Kerry

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Spotlight On ...

Frank Salinas

Frank Salinas was born and raised in San Antonio. He met his wife, Angie, while playing on the same softball team. They have two children, Robert 29 and Victoria 15.

Frank enjoys running, fishing (Angie joins him occasionally), and playing golf whenever he can. Frank has also completed two marathons. Next month, he hopes to start training for the San Antonio Rock-n-Roll Marathon.

Frank joined the UTSA family in March 2008, as the Downtown Mail Services Manager. Frank says the best things about working at UTSA are the people. Frank states that it's good to be working in an environment where "it's" more "we" than "me" because that's the way it should be. I

feel very fortunate to be working here.

In addition to managing Mail Services at the Downtown and Hemisfair Park campuses, Frank manages the Records Retention Center and conducts Records Retention training.

Frank retired from the City of San Antonio after 29 years of service. As the Central Stores Manager, Frank established, implemented, and managed the city's multi-functional printer contract. Replacing copiers, fax machines and scanners, the new system continues to save the City thousands of dollars in consumables and maintenance each year.

Frank joined the Army Reserve as a communication specialist and eight years later transferred to a personnel

unit. He retired in 2005 after 21 years of service. Frank says, "One of the hardest things I had to do being a reservist was traveling to various units across the country and preparing reservists to deploy." When I reflect on my duties, I'll never forget the look on their faces when I told them they were going to war.

Anyone in the Purchasing and Distribution Services Department or on the Downtown campus will tell you that Frank is easy going, great to work with, and always willing to help.

Frank, thank you for being a part of our team and a partner in successful solutions.

Frank 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!

Thought for the Month

20 Ways to Make Your Life Better

1. Compliment three people every day
2. Watch a sunrise at least once a year
3. Be the first to say "Hello"
4. Live beneath your means
5. Treat everyone like you want to be treated
6. Never give up on anybody; miracles happen
7. Forget the Joneses
8. Never deprive someone of hope; it may be all he/she has
9. Pray not for things, but for wisdom and courage
10. Be tough-minded but tenderhearted
11. Be kinder than necessary
12. Don't forget, a person's greatest emotional need is to feel appreciated
13. Keep your promises
14. Learn to show cheerfulness, even when you don't feel like it
15. Remember that overnight success usually takes about 15 years
16. Leave everything better than you found it
17. Remember that winners do what losers don't want to do
18. When you arrive at your job in the morning, let the first thing you say brighten everyone's day
19. Don't rain on other people's parades
20. Never waste an opportunity to tell someone you love them

Kudos to Business Affairs Staff

Dr. Paine, Mr. Juarez, Ms. Hightower, and Ms. Pearson,

I would like to take a moment to thank you all for creating such a beautiful space for the Tomas Rivera Center!! The space is student and staff friendly and extremely welcoming. I'm very happy with the end result.

The TRC move is complete and we only have a few items in the exterior of the old UC/TRC space to be removed and transported to our new location.

I sincerely appreciate your individual and collective contributions to fund, organize, and support this project.

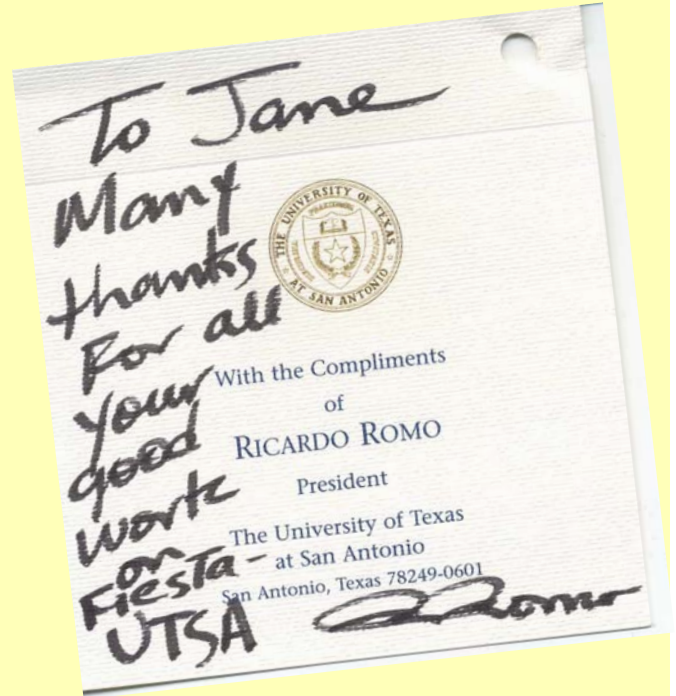
Harvey was wonderful to work with and he was always available for questions and suggestions. He handled all construction glitches and minor hiccups with professionalism and speed.

We have been delivering services in our new and improved TRC space since Monday!!

Again thanks to everyone who made this project possible,

Leticia Duncan-Brosnan, MA
Executive Director
Tomas Rivera Center for Student Success

Thank you all for
striving for excellence
every day!



Polo (Cervantes),

You did a great job at the Tradeline Presentation this morning. Also, I really appreciate all the work all of your team has done on this and the tour last Sunday of the Engineering Building II.

Please pass my appreciation and thanks on to all your colleagues who have done a terrific job on this.

All this is important in showing the public that UTSA is truly headed toward Tier 1 Research status.

Thanks to all,

Bob (Gracy)
Vice President for Research

Dear Dr Romo,

We would like to take this opportunity to express our appreciation and to recognize Ms. Jane E. Wilcox, your Director of Business Auxiliary Services. Last evening at your Fiesta Under the Stars event, Ms. Wilcox greeted us at our car as we arrived on campus and personally drove us to the door of the Community Center. She was exceptionally enthusiastic; her attitude was so positive; she was so friendly and professional. She truly is an outstanding ambassador for your university.

Please pass on our sincere thanks for her hospitality, her helpfulness and her personal attention to making sure that we arrived safely at the UTSA Fiesta Under the Stars event.

Sincerely,

Charles and Charlotte Walker

KUDOS—Continued

Dear Mr. (Javier) Martinez,

Please express our sincere appreciation to Ms. Christine Bodily for her outstanding service and contribution to the UTSA international program mission, accomplished through her presentation of the 2009 Tax Seminar for UTSA international students. The OIP staff who helped to schedule the seminar tell me that Christine’s presentation was very informative and helpful to all that attended.

Christine’s selfless support in her direct support of UTSA international students is exceptional. The students always respond with their heartfelt expressions of appreciation for her valuable presentation, interaction, and discussion with them. Because of Christine’s contributions, we are confident that international students who are also employed are better prepared for filing their appropriate

tax return while residing in the United States.

Once again, please extend our sincere appreciation to Christine for her many contributions to the increased welfare of our UTSA international students.

Sincerely,

Charles “Chuck” Crane
Director
International Programs

Pam (Bacon) & Robert (Dickens),

I just wanted to let you know how much we appreciate the highly professional, helpful, can-do and above-and-beyond service we received from Marvin (Gallo) and Ed (Garza) in Central Receiving this morning.

We had a strange situation where an item we ordered for our program this afternoon was not shipped by the vendor until Monday and it was just

delivered this morning. I alerted Marvin and Ed of the tracking number and that we would be happy to come pick it up from Central Receiving after it arrived from UPS.

As soon as UPS delivered the item, Ed emailed me indicating that he would personally ensure that the article was delivered to my office by noon. It was delivered to our office by 11:15 this morning – 45 minutes earlier than promised.

We really appreciate this outstanding extra effort from these two fine members of the UTSA community. They are true assets to UTSA and shining stars to Business Affairs.

Our heartfelt thanks to Marvin and Ed for this unforgettable – and most appreciated – stellar customer service!

Kind regards,
Bob Miller
Student Affairs

Summer Parking Options



You have Options!

Why park in the hot summer sun

when you can park in the cool, shaded South Parking Garage?

Trade-in that surface parking permit starting June 1st and take advantage of this offer.

Reserved Garage: \$150

Student Garage: \$126

Permit valid through August 20th.

HOW TO UPGRADE YOUR PERMIT

- Pull a ticket to enter the South garage and park

- Proceed to the Cashier Office on the 1st floor with your permit and garage entry ticket
- Upgrade your permit (Pay the difference for the garage permit, if applicable)
- Park in the Shade

** Summer permits also available in the North and DTC Garages.

Permit	Upgrade
Reserved	\$ 23
F/S “A”	\$ 86
F/S “B”	\$118
Commuter	\$106

Worth Remembering

There is a real magic in enthusiasm. It spells the difference between mediocrity and accomplishment. It gives warmth and good feeling to all your personal relationships.

~ NORMAN VINCENT PEALE



REMINDER.....

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

Administrative Staff Honored at Special Event



While San Antonio celebrated Fiesta, so did UTSA's HR Training and Development department with the "Fiesta-Themed" third annual celebration held on April 22, 2009 for graduates of the Administrative Support Toolbox Series. This UTSA recognition event highlighted the accomplishments of the 17 most recent graduates of the 6-part series along with other UTSA staff who attended one or more of the classes in the series. This special event coincided with National Administrative Professionals Day which takes place annually to recognize the vital contributions of administrative professionals throughout the United States.

The Administrative Support Toolbox Series consists of six classes that focus on key functional areas carried out by UTSA administrative staff. The classes provide a high level overview of the functions, services and resources of each area. Subject Matter

Experts from each of the six areas present important and useful information to class participants. This series runs on a continual six month cycle, with one class offered monthly. This allows administrative professionals to attend class when their schedule permits and to complete the series according to their own timeline.

The Fiesta-themed celebration included wonderful Mexican food, fun group activities and a graduation ceremony with the presentation of certificates of achievement. Members of the UTSA Mariachi group added a special bonus to the program as they serenaded the graduates and other guests, displaying a high caliber of vocal and instrumental abilities.

Administrative professionals at UTSA play a valuable, important and vital role, contributing to our university's continued growth and success. ¡Viva los Admins! (Three Cheers for the Admins!)

The following are the most recent graduates of the Administrative Support Toolbox Series:

Hope De Leon, Laura Earleywine, Virginia Galloway, Susan Geyer, Viki Harden, Chyloe Martin, Denni McCarter, Angela Prescher, Edward Summerville, Cynthia White, Wanda Crotty, Lillie Ferrand, Henrietta Loriaux, Steven Mitchell, Teresa Pena, Candace Schlueter, Blane Walter

The Administrative Support Toolbox Series will begin again in May with the Administrative Support Orientation Class on May 19th. The other classes in the series – Financial Processing, Communications, Supervisory Skills, Academic and Student Processing, and Human Resources follow during the June-October period.

For more information and to register for the classes, please check TXClass at <https://utdirect.utexas.edu/txclass/index.WBX> or contact Training & Development at Ext. 4658.



***Chick-Fil-A Now
Open for Breakfast***

Business Affairs Promise

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