

# Business Horizons

A monthly publication of Business Affairs

every person  
every day  
every job

July 2009

## Calendar of Events

### Benefits Enrollment

July 1-31

### BA Staff

### Relations Council

July 30

### Business Affairs

### New Employee

### Welcome Program

August 6

### First Day of Classes

August 26

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## Kerry's Korner

I was watching the Friday evening news, not looking forward to the hearing reports of the usual murders, arson, burglaries, and assaults that dominate our local news, when I heard of Walther Cronkite's death at age 92. I was struck by the impact of hearing of his death. An American icon – "the most trusted man in America" was gone. Instantly, his coverage of John F. Kennedy's and Martin Luther King's assassinations re-played vividly in my mind, along with Apollo 11's Neil Armstrong's lunar landing and walk. I could picture exactly where I was and relived the feelings because of Cronkite. It was he, with his down-to-earth and heartfelt commentary, that brought these life-changing events and their meaning to light for me. In the midst of calamity, he made me feel secure and reassured that everything was going to be alright. With his reports of extraordinary feats of bravery and accomplishment, he made me understand their significance, and in all cases he let us see the personal side of the news.

I began to reflect on others in my life, who like Cronkite, as unknowing mentors, had a great impact on me. Jack Fleming came to mind. As manager of the Fox Theatre in Austin during the late '60's and '70's, he gave me my first start as a manager. (I can still remember how we answered the phone at the Fox, "It's a great day at the Fox; how may I help you?") Mr. Fleming took a young 16 year old and over the next few years trained me to be an assistant manager, taking on increasing levels of responsibility. I am eternally grateful for his friendship, opportunity to learn from him, and his willingness to take a chance on me. He gave me much needed confidence.

Dan Burck was Executive Vice Chancellor at the U. T. System when he hired me with zero higher education experience to be Comptroller with the U. T. System Administration. After 2 months, I couldn't imagine working in this field very long. It's been almost 18 years, much to the credit of Mr. Burck. He taught me about the politics of public higher education and how to lead an organization. Unfortunately, I wasn't always a good student and have yet to sustain his level of connectedness and grace in the job. He served as a stable, encouraging and motivating force in my life.

I bet you've had similar people engage your life. Don't forget how they've sacrificed, taken chances and provided opportunities for you that were uncommon and perhaps even unwarranted. Take time now to show your appreciation for their willingness to train, develop and invest themselves in you. And, as important, let's take what opportunities we have here at the University, to invest our time, talents and energy in our colleagues. You never know what a difference – a life-changing difference – you can make in another person's life.

Thank you, Jack. Thank you, Dan. Thank you, Walter. In remembrance of Walter Cronkite, "And that's the way it is, Sunday, July 19, 2009. Good night."

Kerry





Spotlight On ...

# Veronica Rangel

Veronica Rangel was born and raised in Laredo, Texas and graduated from high school in 2003. She graduated with a bachelor's degree in Criminal Justice with a minor in Psychology in May 2007 from UTSA. Veronica is the first in her family to graduate with a bachelor's degree. While pursuing her degrees, she worked in a variety of jobs from sales to teaching at a day care. She began working in the UTSA Police Department Communications Center in August of 2007. That same month, she began working towards a master's degree in Justice Policy with an expected

graduation date of May 2010.

Veronica has been encouraged to continue her education and pursue the career paths to which it can lead. She has been working nights in the Police Department Communications Center for the past two years. She believes that the Police Department has shown a lot of faith in her. Veronica appreciates knowing that she can approach anyone and ask for their guidance and wisdom. She considers herself lucky to be working with such great people in the Police Department.

Outside of UTSA, Veronica loves spending time with her family and states that she is fortunate to have a wonderful partner in her life, who is also her best friend. He and his family have been a blessing in her life.

Veronica's hobbies include traveling, cooking, shopping, working out, and watching Spurs games.

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

*Veronica 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!*

## Business Auxiliary Services Joins the Twitternation



Follow Parking and Transportation at [www.twitter.com/UTSAParking](http://www.twitter.com/UTSAParking) and [www.twitter.com/UTSATrans](http://www.twitter.com/UTSATrans). For more information, call 210.458.7275 or visit [www.utsa.edu/parking](http://www.utsa.edu/parking).

Business Auxiliary Services has created Twitter accounts to use as an avenue for timely information to patrons who use the services of Parking and Transportation. As recent news stories suggest, Twitter has become an effective tool in reaching mass audiences of people quickly and efficiently. For our two applications of this technology, this is the quickest method of getting the message out to the end user on how our ever changing campus is *right now*. Using social media has become very main stream and a handful of other Universities are just beginning to use it to provide timely information. "As communications trends change for students, we must change with them to best meet that need" said Jane Wilcox, BAS Director.

Parking plans to update the Twitter feed to give students more information about special events, lot maintenance, or other activities that may affect parking availability. "Using this method, we are able to inform our public so that they can make the best decision with the most up to the minute information," says Assistant Director, Gwendolyn Bolden.

Transportation (Campus Shuttles) will use Twitter to inform its tech savvy riders of changes or updates to route information. With over 1 million passenger rides furnished last year, the audience is vast. Imagine sitting at an off-campus apartment waiting for a bus that just broke down causing a change in service times. Transportation Manager, James Strahan states that "having the ability to quickly make alternate plans will lessen the chance that a student is late for class or stands needlessly in the elements." Combining this new technology with the newly installed electronic route signs now on every shuttle, BAS is striving to provide as much information to its patrons as possible.

Follow us on Twitter!



## Kudos to Business Affairs Staff

Ms. Chapman,

I would like to recognize Deby Bailey for demonstrating UTSA's core value of excellence through service. We are undergoing some staff changes and were short of staff last week because of that and some previously scheduled vacations. There was some confusion about the proper form required for a purchase we were making. I will spare you the details, but wanted you to know that Deby went the extra mile to insure that the proper documentation was assembled so that the vendor could be paid in a timely manner. This timely payment is critical to businesses, especially small businesses, facing cash flow issues during these tough economic times.

We know Deby and her staff are stretched with their many duties, which makes this additional effort on her part more commendable. We like to get things done correctly in our department, but occasional slip-ups occur. It is gratifying to have the team support of people in the University like Deby that take those extra measures to get things done and make us all look good. Working as a team throughout the University will help us move forward toward Tier 1 status.

Sincerely,

Morrison Woods, Director, San Antonio SBDC

Thanks Deby!

Morrison expressed it well through this example, and we know your service attitude and actions are the norm day-in and day-out. We appreciate you and your team and could not be successful without you.

Best Regards, -Bob (McKinley)

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

Justin (Lowe):

Just a brief but necessary note of thanks to you and Abel Perez for our help and support to Facilities E&PM on the MS renovation project.

Both of you have been a great help and I personally appreciate it.

Abel, in particular, continues to go above and beyond his assigned duties. In addition to communicating well, he efficiently schedules his activities.

He consistently demonstrates a high level of professionalism both in his demeanor, attitude and actions.

Through his efforts and assistance in locating existing plumbing lines at the MS, issues that could have had serious time and dollar impact to UTSA, have been resolved.

We want to recognize his contributions.

Regards,  
Harvey M. Juarez  
Office of Facilities - UTSA

Dave (Riker),

Hope you are the right person for this. Anyway, as I have for several months now, I walk through the Business Building on the first and second floors to get to my offices in the HSS Building.

In all that time, I will have to say that the first and second floors of the Business Building are always in immaculate shape. Most notably, on Friday morning last week, the floors looked like you could eat off of them. The Housekeeping crew in that building are doing a wonderful job of keeping this place looking like a picture out of Better Homes and Garden.

I hope you will pass along my thanks to the crews for a job well done.

Thanks, Joe Polasek, VA Certifying Official

That's great news, Lane (Brinson)!

Thank you SO much for taking care of the addendum for us in such a timely fashion! I really enjoyed working with you!

Zhen Zhen, Director, Research Computing & Communications

**Kudos**

Dear UTSA Facilities Folks,  
 Once again I find myself thanking each of you for a job well done. The Alumni meet Coach Coker event on June 19th was a high success. Thanks for taking of Rowdy, the lander providing electricity & water. It felt like the perfect backyard party.  
 Please accept and share a few of the vintage Rowdy patches with all the great workers over there.  
 Work Control, Della, John, Greg, Matt, Abel, Pedro Ray, and the rest of the gang.  
 All my best,  
 Anne Englert

Hi Linda (Gall),  
 I would like to express my gratitude to you, Mr. Lott and the staff in your office for your assistance and understanding in this matter. Miles and I will make good use of the funds as I explained and it means so much to me personally that our error was forgiven! College is so important for the future and every bit helps especially when I made such a mindless mistake.  
 Once again, thank you for being so helpful when Miles and I came in. Your office handled the issue with courtesy, understanding and sympathy as well as giving specific instructions for our appeal. It is nice to deal with people who care especially when you encounter difficult situations like this one.  
 Have a wonderful summer!  
 Lynn Spencer (parent)

Anne Englert, Assistant Director of Student Relations, sent a note to the Facilities Staff who assisted in the set up of the "Coach Coker meets the UTSA Alumni BBQ" on 6/19/09. In her note she gives thanks to: Della Reyes, John Japhet, Greg Peyor, Matt May, Abel Perez, Pedro Flores, Ray Gonzales, The Work Control Staff...and the rest of the "gang".

**Construction Update**

Combined Science Facilities Renovations

A \$23M Combined Science Facilities Renovation (CSFR) project is underway on West Campus that will completely renovate 26,250 square feet of the Physical Science and Life Science Buildings and provide new biology, chemistry and physics labs. The project includes new plumbing and electrical, lab service equipment, fire sprinklers, fire alarm and security systems, plus upgrades to meet ADA standards. Aesthetic improvements include new window openings to each lab, new interior finishes and laboratory furniture, new sidewalks and landscaping, and the addition of an entry tower and some metal roofing to match the adjacent Margaret Batts Tobin Building.



**Worth Remembering**

"The three great essentials to achieve anything worth while are, first, hard work; second, stick-to-itiveness; third, common sense."

– Thomas Edison –

**REMINDER.....**

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

## Opening Doors of Opportunity

The Purchasing Office is feeling the effects of the economy. During economic downturns, businesses typically try to maintain profit levels by increasing their involvement on contracts with government funded agencies such as UTSA. This trend is very evident from the growing number of procurement responses received by the Purchasing Office, especially in the professional service and construction categories. For example, on June 26<sup>th</sup>, the Request for Qualifications (RFQ) for Job Order Architect/Engineering services closed with a record number of NINETY-TWO (92) responses.

The proactive support of local businesses and Historically Underutilized Businesses (HUBs) by the Purchasing Office and the HUB Program may also be a contributing factor in the increased interest in doing business with UTSA. In an attempt to increase vendor awareness with UTSA procurement practices, the Purchasing Office and the HUB Program consistently attend vendor forums, host presentations and meet

one-on-one with vendors. This June, for instance, the Purchasing Office and the HUB Program attended several vendor forums, reaching out to more than 150 businesses. These included the "San Antonio Hispanic



Chamber of Commerce Meet the Buyer" event and the "Texas Comptroller's HUB Expo and Procurement Fair."

The increased procurement responses have obviously resulted in an increased workload for the Purchasing Office, as well as for the departmental evaluation teams that

must review these responses. Fortunately, the increased responses have also led to enhanced teamwork between the Purchasing Office and these evaluation teams. For instance, a Facilities team of Ardie Garner, Roy Garza, and Thomas Watson assisted the four-member Purchasing team and the HUB Manager in opening and organizing the responses to the Job Order RFQ discussed above. The evaluation of this RFQ will obviously be a tedious, complex, and work-intensive process, and those that have agreed to participate in evaluation deserve mention. The RFQ Evaluation Team Members will consist of Rene Colunga, Roy Garza, Paul Goodman, Patrick Grant, Max Hanners, George Herrera, Kathryn Pearson, and Thomas Watson. The Purchasing Office will facilitate the evaluation process, and Ardie Garner has graciously agreed to assist with the administrative duties involved with the evaluation. Major "kudos" should be given to all those that agreed to participate in this enormous and very critical University initiative.

## Employee Assistance Program (EAP) Orientation Class

### An Overview of Services for All Employees

**What is it?** Deer Oaks EAP is a link to wellness resources and short term counseling services offered to you and your family paid by UTSA.

**What's in it for me?** This orientation will review the following: Eligibility, Detailed overview of counseling, programs, and services available, When to refer to the EAP, Trainings/Seminars available; Online services/ Community Resources; and Accessing Services.

**Who should attend?** All benefits eligible employees (Faculty & staff), to include Supervisors and Non-Supervisors.

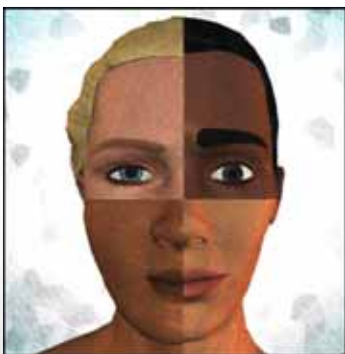
**Where can I get more information?** Please visit the HR website at: <http://www.utsa.edu/hr/EmployeeRelations/eapinfo.cfm>

**Sounds great! How do I sign up?** You can sign up through TXCLASS at <https://utdirect.utexas.edu/txclass/index.WBX>

**Seating is limited, so enroll today!**

Training Class

## Discrimination Prevention & Diversity Classes Summer & Fall 2009!



Your role is key in preventing  
unlawful discrimination  
& building diversity awareness at UTSA.

*Take a class to strengthen your  
knowledge & skills at work!*

**Discrimination & Sexual Harassment:  
Your role as a UTSA Supervisor (SU317)**  
Wed. – Sept. 9 - 8:30a-12:00p – Main Campus  
Wed. – Oct. 14 – 8:30a-12:00p – DTC  
Thurs. – Dec. 10 – 8:30a-12:00p – Univ. Heights

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**Discrimination Prevention:  
Applied Learning Scenarios (SU330)**  
*New course for supervisors! Prerequisite SU317*  
Wed. – Sept. 30 – 9:00a-12:00p – Univ. Heights  
Thurs. – Oct. 29 – 9:00a-12:00p – DTC  
Wed. – Nov. 11 – 9:00a-12:00p – Main Campus

**Discrimination & Sexual Harassment:  
Your role as UTSA Employee (SD309) non-supervisor**  
Thurs. – July 30 - 9:00a-12:00p – UC 1.102 Bexar  
Watch for more classes this fall!

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**Diversity Awareness:  
M.E.E.T. on Common Ground (SD308) all employees**  
Thurs. – Aug. 13 - 9:00a-12:00p  
UC 2.01.24 Mesquite  
Watch for more classes this fall!

**For information call UTSA HR Training & Development Ext. 4658 or 6641**

### Business Affairs Promise

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