

Business Horizons

A monthly publication of Business Affairs

every person
every day
every job

August 2009

Calendar of Events

Kerry's Korner

UTSA Roadrunner Days
August 21-28

This past month has been full of special, or at least memorable, experiences for our family. Some were 'over the top' exciting while others were disturbing, yet uplifting.

First Day of Classes
August 26

Brenda and I went to see friends renew their vows. It was bittersweet and very inspirational. The husband is dying of cancer. It was stirring to see our friends renew their vows to love each other for as long as they had left, reciting the attributes of the other that originally attracted them to their love, and thanking each other for their devotion and care in the good and the most trying of life's circumstances.

Labor Day Holiday
September 7

Our nephew, John, married Lauren and it was an exciting time for family to gather to celebrate union, love, trust, and many years of growth as a couple and as individuals. We laughed, ate, danced, laughed some more, and enjoyed the young couple's exuberance of a new life together, remembering our wedding day and how much we'd grown as a couple.

Housekeeping Week
September 13-19

Our grandson, Caleb Joseph Kucera, was born July 31 to Lynnae and Joe. His birth was extraordinary and one of those 'over the top' thrilling experiences. The miracle of birth and the immediate overwhelming, unconditional love for him is unexplainable and unforgettable. We left the hospital early that Saturday morning blessed and thankful for everyone's health and with great anticipation of Caleb's legacy.



I was saddened by the passing of another Business Affairs dedicated and beloved staff member. Dianita's funeral was an energized worship and praise service, celebrating her life and her love for family, friends and the Lord. It was moving. She had touched many lives in very personal ways and it was encouraging to hear the remembrances by family and friends, as she had a profound impact on their lives.

And Brenda enjoyed her week long birthday celebration. Jamie came from Dallas one weekend, followed the next weekend by Brenda's parents and two sisters. When everyone had left, the silence was almost too painful to tolerate; deafening in fact. I believe I'd personally lived 'My Big Fat Greek Wedding.' Five Italians and one Irishman for the weekend – you do the math. As they departed, we felt blessed by their love for life and family. It's a blast being a part of their 'rowdy,' Italian family. Brenda LOVED her birthday week.

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Everyday can't be as special or unforgettable as these, but we can do small and unique things that are enormously important and exceptional to others. I was reminded of this by the testimony of Dianita's life, and by the recent accounts of Edward Kennedy. At 9/11, he called each Massachusetts family who lost a loved one in the World Trade Center collapse, and wrote them a letter every year thereafter on the anniversary of their loss. To those who had experienced heartbreaking loss, it was an exceptional, selfless act. What can each of us do today that would deem this day a memorable one in someone else's life?

Kerry



Spotlight On ...

Fran Thibodeaux

Fran was born in Charleston, West Virginia and re-located to Nederland, Texas in August 1970. It was there that she met her wonderful husband Kenneth Thibodeaux, Sr. to whom she has been happily married to for over 30 years. They raised three beautiful children, Kenneth Wayne, 30, Heather, 24, and Tony, 21.

Prior to working at UTSA, she was employed at Lamar University in Beaumont, Texas for 10 years, where

she worked in the Physical Plant and Payroll Office.

Fran's husband was transferred to San Antonio in 1995. She began working at UTSA in the Financial Aid Office and transferred to the Human Resources Office, Benefits section. Fran really enjoys meeting all of the new UTSA employees when they come to benefits orientation, and assisting them with any questions.

Fran has many hobbies and interests such as cooking, sewing and reading. She is very family oriented and is always willing to help others in need. Her special interest is spending time with her two granddaughters and having her entire family at her house for family dinners.

Thank you, Fran, for your service to the university and to Business Affairs.

Fran 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!

Kudos to Business Affairs Staff

Jane (Wilcox),

Once again I am writing to commend one of your employees. **Rachel Terry**, who has been driving the ADA cart this summer, was an angel in disguise Friday afternoon. She dropped me off at my car as usual. However, when I tried to start it, my battery was dead! She immediately called the Courtesy Patrol to come to my aid. We waited some time and when they did not come she approached a couple of young men and asked their assistance in getting my car started and offered the use of her battery cables. She saw to my comfort by insisting I stay in the cart parked in the shade of a tree and stayed with me while the young man jumped started my battery. I want to thank you for the exemplary employees in the Parking and Transportation Services. Rachel Terry certainly went above and beyond the call of duty!

Virginia Garcia, Administrative Associate II, Disability Services

Pam (Bacon),

Thanks for helping us get through this contract.

Richard (Wollney) was awesome and very helpful, too.

Barry McKinney
Director, Student Activities

Good Afternoon Staff –

Edward Maldonado and **Mike Tillman** picked up and transported all 16 banker boxes to the A-AAKey Mini Storage on SW Military Drive Monday morning. Both staff did a great job despite the high heat index.

I would like to especially recognize Mike and Edward for their university values of integrity, service and excellence. Any task involvement that I have had with these two staff, have always been very respectful in getting the job done in a professional manner. I am a very satisfied customer!

Thank you for your continued university assistance.

Shirley Lewis
Admin. Services Officer II
IED Office Manager

More Kudos

Ladies and Gents (EHS&RM),

I would like to take this opportunity to thank you all for your endeavors to begin the process of developing a relationship between UTSA and the San Antonio Fire Department. I hope to continue this relationship through meetings, training, scenarios and various other means. It was a very good start and we are headed in the right direction. If you need anything please do not hesitate to contact us. I look forward to our next step.

We will brainstorm on any other ideas, other than the ones we brought up during the meeting, that will help us all out with response and get a list to you.

Thanks again,
Captain Stephen P. Ersch, San Antonio Fire Department,
Hazardous Materials Response Team

Dear Mr. (Ed) Minter,

I would like to take a moment to send my sincerest gratitude for the work of **Mr. Pete Vazquez** and **Mr. Angel Garza**.

They went over and beyond the "call of duty"! They took care of all our surplus needs and we truly appreciate their speed, and professionalism.

They are the greatest!! Very patient and professional, they went the extra mile!!!

I realize that you were understaffed and we were pressured to get the items surplused.

Thanks so much to your team!!

Leticia Duncan-Brosnan, MA
Executive Director

Doug Sonogo,

Thank you for your assistance with the Maccabi Games opening ceremonies. **Your officers** were very professional. We appreciate all there assistance. Please pass on our thanks to them.

If I can ever be of assistance to you or your officers please don't hesitate to call.

Adam Zeldes, San Antonio Police
Department

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

Kerry (Kennedy),

I wanted to make you aware of the excellent work that Purchasing and Distribution did last week. **Paul Duke**, who handles procurements relating to Misty Sailor's USAID projects in Africa, deserves special recognition. Paul, relying on his historical knowledge of the South African project, realized during a casual, unrelated conversation that a serious conflict of interest could result from allowing a particular consultant to provide technical expertise to the Malawi project. **Lane Brinson** did an excellent job of seeing that the matter was escalated. Finally, **Robert Dickens**, correctly notified staff in Research's Office Contracts and Industrial Agreements of the state law that would prohibit the consultant from bidding on any printing job associated with the Malawi project if the consultant had already provided technical advice.

As the consultant was to travel within two or three days, Purchasing had to act fast to notify others of the concerns raised by the potential conflict of interest. They appropriately escalated the matter so that, ultimately, James Weaver and I could work with research staff and Marianne Woods to resolve the matter.

Nora Ochoa Evans
Associate Counsel

Dave (Riker), it is with great satisfaction when I can express a job well done.

Upon entering the **Business Building** today I noticed the exceptional job your **staff** has done of the floors. After talking with one of the cleaning staff they mentioned the only floor still requiring buffing was the 4th. The first 3 floors look clean enough to eat off of.

Thanks again for a job well done.

John Soudah, Director Academic Computing

.... and More Kudos

Dave (Riker), Polo (Cervantes), and Sonia (Saenz),

I just wanted to let you know since **Lenore Hernandez** and **Juana Zambrano** became our new cleaning personnel here on our floor a few months ago, we have noticed a great improvement in the look of our offices, hallways and restrooms. These are only the two ladies I come in contact with at my end of the hall, but everyone on the 4th floor in the HSS building have noticed. **They are all doing such a great job.**

These ladies are always taking care of spots on the hallway carpet, dusting our office blinds, always cleaning our door handles to our offices. Even the dock area of the HSS is kept clean. Previously, we always had to call facilities and then some men would come and clean the dock.

So we just wanted to give praise and let you know what a great job these ladies are doing.

Thank you,
Carolyn Cochran, Sr.
Administrative Associate,
Department of
Anthropology

Hi Jane (Wilcox),

I just wanted to thank **you and your team** for all of your help. I think you guys do one of the toughest jobs on campus, and do it well.

Naomi Craven
Academic Advising

Jane (Wilcox): I wanted to drop you a quick note and tell you what a wonderful experience I had there. The young lady (**Jennifer Machorro**) that helped me was extremely nice....I know you don't get many compliments...probably more complaints!!! That is why I wanted to take the time to send my well regards. Appreciate everything you and your office does for UTSA. If there is ever anything I can do, please contact me. Have a wonderful day, my experience in your office made mine a better one!!

David Ross - Assistant Football Coach

Sergeant Calucci,

I just wanted to take a moment to say Thank You for all of your hard work. Upon seeing my bike missing from the bike rack outside the UC, I thought I would never see it again. After filing a police report and answering a few questions, an investigation was underway (Thanks to **Officer Mirales**). It turns out, the thief was not aware that you all had been informed and were on the lookout for him (Thanks to **Sergeant Calucci**). He attempted the same type of theft a few days later and was apprehended. With excellent detective work (Thanks to **Detective Gonzalez**), I received by bike back after about a week (Thanks to **Officer Crocker**). Although I included names, I am sure that I have may not have known some of those involved that helped out, **so this goes out to all of UTSAPD.**

I'm sure that sometimes it feels like you all have a thankless job, so I just wanted to personally make sure to say THANKS FOR ALL OF YOUR HARD WORK!

Randy, Information Security Trainer, OIT

Jennifer (Machorro),

I realized this week that it has been nearly a month since the Admissions and College Counseling Institute and I had not followed up with you. You should know just how much we appreciated the help provided by **you and your office**. From preparing for the event last fall through the week-long event, you were always kind and willing to be flexible with our co-sponsors, College Board and the Texas Association for College Admission Counseling. All of your time preparing for the event and helping our participants find parking on campus really left a positive impression with the entire group, which included nearly 60 high school counselors from around Texas and beyond. Sending the participants back to their schools after a great experience on campus will help spread the word to students that we have a friendly, welcoming campus that they can call home.

Jeffrey Mayo, Assistant Director of Admissions

Construction Update

Applied Engineering and Technology Building



The Applied Engineering and Technology (AET) Building is nearing substantial completion. Furniture installation and department move-ins will take place over the next few months. Three of the ground level classrooms will be readied early to provide much needed space for Fall 2009 classes. Construction operations will continue in the rest of the building. The entire building is scheduled to be fully functional and ready for use in Spring 2010.

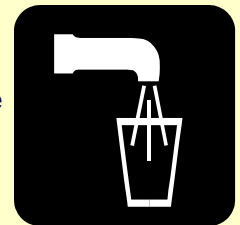
REMINDER.....

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

Protecting the Drinking Water at UTSA

The Office of Facilities, Operations and Maintenance Department, Plumbing Section has been busy this summer enhancing the protection of the drinking water on campus. Our employees have been installing, repairing and/or replacing backflow preventers around campus. A backflow preventer is used to keep possible contaminants from entering our water supply. This summer the plumbing section has installed two new backflow preventers on the fire lines at the Arts and JPL and replaced one on the fire line at the UC expansion. The Arts and JPL installations required the entire plumbing section to come in and work late on a Saturday night to provide the utmost in customer

service as the water was turned off for the installation. This helped to ensure the building was unoccupied during the water outage and would not affect the UTSA community. While the outage was occurring and the backflow preventers were being installed the plumbing section also conducted a fire watch through out the affected buildings as a safety precaution. In the new future, backflow preventers for the HSS and BSB will be installed. These enhancements to the plumbing systems around campus help us to provide all students, staff, faculty and guests with the highest quality drinking water possible.



Worth Remembering

Good leadership requires you to surround yourself with people of diverse perspectives who can disagree with you without fear of retaliation.

~ Doris Kearns Goodwin

Dianita Gee



Dianita a co-worker, employee, boss and friend, died Saturday, August 8th after a brief illness. Originally hired at UTSA in 1997 as a human resources specialist, she worked in both the benefits and compensation departments. For the last two years, she served as benefits manager in the Office of Human Resources. She was a consummate professional and a valued member of the human resources team.

Dianita was an alumna of Texas Woman's University, where she earned a bachelor of business administration degree. Recently, she completed Professional Human Resource (PHR) certification through the Society for Human Resource Management.

Away from work, Dianita enjoyed singing in her church choir and was a member of the Worship Council executive board. She volunteered as a mentor with a local rites-of-passage program. She also enjoyed interior decorating and, for those of us who knew her well -- shopping. Dianita will be remembered for her beautiful smile, dedication, hard work, love of her family and friends, and commitment to her faith. She could always be counted on regardless of the project, situation or circumstances.

"When we think of Dianita, we will remember her love of life and her flair for style, but most of all, we will remember her smile and her compassion," said Barbara Baran-Centeno. "Her passing will leave a huge void in the benefits department, human resources department, UTSA and mostly in our hearts. We will miss her deeply."

Team Building



Accounting Services staff met at La Cantera Mall, assembled into three teams and set out to locate the most expensive pen at Paradise Pen Company – a team building exercise designed to reinforce job related skills while having fun.

Planning ahead, plotting a course of action, using available resources and most importantly, working together were a few of the skills these accountants employ on a daily basis.

“As accountants, we tend to be more comfortable with numbers and in our little box. This little exercise allowed the members of Accounting Services to get out of their box and have fun with each other, but also reinforced

skills that we use daily on the job,” said Charlotte Mikulec, Assistant Director of Accounting Services.

Ana Longoria, Director of Accounting Services and Charlotte visited the mall earlier in the week and developed a questionnaire that took the teams to every corner of the mall to find answers and as with most accounting tasks, the questionnaire needed to be completed within an established deadline.

The teams took off, north, south and up and down escalators to find answers to the 46-questions. As a bonus, the individual team members were tasked to find a stranger, and ask them two questions.

And, no – no one bought that pen.

Rock 'n' Roll Marathon

We wanted to let all of you know about this wonderful opportunity coming to San Antonio in November. It's the Rock 'n' Roll Marathon & Half Marathon. We thought this would be a great opportunity for us to all get together and accomplish something great. We have already signed UTSA up as a team, so when you register you will need to enter the Coupon Code GFCSAUTSA. This will give you a \$10 discount. If you have any questions please feel free to give us a call at 6751.

Date: Nov. 15, 2009

Register online (with the entry fee)

www.rnrsa.com/reginfo.html

by mail

Rock 'n' Roll San Antonio

Attn: Registration

9401 Waples St, Suite #150

San Diego, CA 92109

or via fax

(858)450-6905 Attn: Rock 'n' Roll San Antonio

Fees Include: T-shirt, goodie bag, finisher's medal, free online training program and free admission into the evening headliner concert.

*Fees do not include Active.com processing fee.

Starting time: 7:30am, wheelchair 7:25am (must arrive at least one hour before)

Free online training:

20-week training June 29

14-week training August 10

Marathon Fees*

\$105 (4/1/09 - 8/31/09)

\$115 (9/1/09 - close)

1/2 Marathon Fees*

\$90 (4/1/09 - 8/31/09)

\$95 (9/1/09 - close)

Half marathon duration up to 4.5 hours

Health and Fitness Expo

November 13 & 14 at the Alamodome

100 Montana Street. San Antonio, TX 78203

Mandatory for everyone in order to pick up your packages and numbers.

Friday, November 13 11am – 7pm

Saturday, November 14 9am – 5pm

Business Affairs Promise

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