

Business Horizons

A monthly publication of Business Affairs

every person
every day
every job

September 2008

Calendar of Events

**New Employee
Welcome Program**
September 23

**UC Food Court
Grand Opening**
September 24

VPBA Breakfast
October 15

**Business Affairs
Staff Relations Council**
October 22

Kerry's Korner

Are you a "boat potato?" Do you treasure safety and comfort over growth? In the book, If you Want to Walk on Water, You Have To Get Out of the Boat, John Ortberg explores what it means to grow by examining its many aspects: faith, fear, obedience, change, risk, comfort, living extraordinarily large, passion, hope and much, much more. Reading books that help me to grow (up, as in 'emotionally') and challenge my comfort zones (aka, 'boats') keeps me motivated to experience new things, take advantage of opportunities and live life – in other words, do things that help get me out of the boat and get my feet wet. Just as stagnation can be disastrous to an organization's health, in our personal lives it can be highly detrimental to our energy, creativity, emotional and physical health and contribution to society.

In pondering some of my 'out of the boat' experiences, I recall that dancing used to cause me to stiffen like the Wizard of Oz' tin man. Now Brenda and I have

registered for a jitterbug class! Oh my, I think I'm sinking.

I'm also regularly exercising in preparation to walk a half marathon, and have even promised my sweet wife that I'd accompany her to an opera. (I did not promise her that I'd stay awake, but when the sopranos hit their shrieking high notes, I'm sure I'll awake

from my stupor ready to take flight.) Recently starting a new registered staff and faculty organization will surely stretch me where I am in most need.

"So what?", you may ask. Consider this a challenge...try new things, stretch yourself, be teachable, build relationships as these will benefit not only you personally, but our UTSA community. As we begin the new school year, determine to make our campus community a better place by stepping out, reaching out, working diligently, having some fun...walking on water. When we get out of the boat, we are never quite the same.

Kerry



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Spotlight On ...

Brent Tyroff

Brent is a San Antonio native and grew up on the South Side. He attended Highlands High School, Palo Alto and San Antonio Colleges, and has taken several classes at UTSA. A keen interest in machinery and electricity and a talent for working with his hands led him into the electrical construction industry. Brent was indentured into the South Texas Union Apprenticeship Program and upon completion in 1977, won the Outstanding Apprentice Award for the State of Texas. As a young journeyman, Brent worked on large power plant projects in Kansas, Nebraska, and Colorado.

Brent has supervised numerous electrical construction projects over the years, but his greatest interests have been with motor and environmental controls, fire alarm and security systems, and transformers. Brent has been teaching evening classes at the Union Electrical

Apprentice School for 12 years and earned an Outstanding Service as Instructor award. He also teaches Journeyman Level electrical classes.

At UTSA, Brent works for Facilities Services and is assigned to the Electrical Shop. He is a proud part of a very capable team who operates and maintains the large and complex systems that provide electrical power to the campus. His duties include working with the 13,800-volt power distribution system, troubleshooting, and working with electrical contractors on numerous construction projects to assure that they comply with UTSA standards. He is especially interested in the design and fabrication of components needed for the installation and replacement of large electrical equipment.

Brent has been married to his lovely wife Cindy for 24 years. Cindy is the Language Arts Supervisor for the

Northside Independent School District and is in charge of English, Journalism, and Speech for all of the district's middle and high schools. They have enjoyed living in and working on their house in the Boerne area and have three curious cats. Brent spends much of his time away from UTSA working in the yard or in his well-equipped workshop, doing wood and metal-working projects.

Vintage rock-n-roll music is an important part of Brent's life and he takes much pride in his always-expanding CD collection. Brent and Cindy enjoy hiking, camping, site seeing and have traveled to 43 of the 50 states. Hawaii, Canada, and Playa del Carmen are their favorite vacation destinations, and they enjoy snow skiing in Steamboat Springs, Colorado.

Brent, it's great to have you as part of the business affairs team.

Brent 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!

Records Retention Schedule



The UTSA revised Records Retention Schedule was recently approved and is available on the Purchasing and Distribution Services Department (PDS) website, <http://www.utsa.edu/pds/records/index.cfm> as well as in the HOP, Chapter 9, <http://www.utsa.edu/hop/chapter9/9-21.cfm>. Almost a year ago, the Purchasing and Distribution Services Department requested input from all UTSA departments for recommendations to improve the management of the University's records. Based on the recommendations and frequently asked questions received over the years, the revised schedule was developed.

Records Management is the systematic control of all records, regardless of media format, from initial creation to final disposition. Records Management helps to keep records organized, provides more office space, and makes management and retrieval of all official records more efficient.

The University Records Retention Center offers training classes focusing on reading the schedule and preparing records for retention or destruction. Check TXClass for class times and dates.

Kudos to Business Affairs Staff

Training Coordinator's Receive Recognition

Judy Verdon and Gary Grimes, Training Coordinators, have both been recognized by the Institute of Economic Development for their contributions to the success of the institute.

Judy designed and facilitated a course to assist institute employees define and support critical processes. Participants focused on processes that were interconnecting and had wide impact across departments. This course was conducted over a year meeting quarterly.

Gary facilitated the Institutes' strategic planning and implementation process. This is the third year Training has provided this service for the Institute.

Both Coordinators were recognized at events held by the Institute during the summer.

**Congratulations
Judy and Gary!**

Cheryl (Gay)....I want to thank you so much for all that you do for me. You're always a joy to talk to!!! You make asking questions so much easier. You're a super person and I count my blessing that your doing my VT5's!!! I find talking to you such a joy, you always know the answer or if not you find out and get back to me, and I love that you never say " That's not my job". Thank you so much for always doing more than your job!!!! You're great!!!!

Robin Diamond, University Police

Dave Riker,

Last week's Engineer's week and especially the Engineering Career Expo were a resounding success! The Expo (first of its kind) attracted almost 40 companies and several hundred students in the BSE. Everyone I talked to – students, corporations and faculty were all extremely happy. This could not have happened without the hard work of your staff who set up the booths for all the companies. Please thank them on my behalf for a job extremely well done.

C. Mauli Agrawal, Ph.D., P.E.
Dean, College of Engineering

Dave Riker),

In keeping with celebrating the excellence of those we partner with, I need to let you know about two of your employees **Mr. Jackson Rowe and Francisco Chapa** who came to our office regarding the removal of three emergency phones. (Phones that we were removing from three areas to be used in other areas) Both gentlemen made it clear that they were here to serve and to make the customer happy. They made it a point to come in and confirm which phones were to be removed, what we wanted to do with the phones once they were removed, and to advise us about how to get the wiring coming out of the ground taken care of. When we advised that we needed the phones stored, they asked us where and advised that they would take care of storing them at the designated location if we simply provided someone who could provide them access.

Mr. Rowe made it very clear that he was all about servicing the customer and ensuring that we were happy with the service we received. It is important to note, that his words were backed up by his actions which in the end took care of our needs. This is the excellence and partnership we all speak of and need to celebrate! My warmest thanks and appreciation to both Mr. Rowe and Mr. Chapa and to you for making it happen!

Thank you all for striving for excellence every day!

Kudos Continued

Sirs:

I would like to take this opportunity to point out the Integrity, Excellence, and Service displayed recently by two UTSA Police Department personnel recently at the Downtown Campus Durango Bldg., Institute for Economic Development Training Classroom, 2.316 on August 27, 2008. This included a roundtable and reception for Senator John Cornyn, Senator Mel Martinez and US Small Business Deputy Administrator Jovita Carranza and involved many outside organizations and movement within the building.

Sgt. Thomas Fluckiger and Capt. Douglas Sonogo took immediate action to address the necessary security issues for the event after some miscommunication was received from the event planners regarding the campus arrival times and agenda of the high-ranking public officials and other distinguished guests.

The Institute for Economic Development Staff was very impressed and highly appreciative of the professionalism with which the security issues were handled. The IED SBDC Regional Office staff would like to applaud the UTSA Security Police at what a great job they are continuing to perform for staff, faculty and students at the Downtown Campus.

Shirley Lewis
ASO II / IED Office Manager
UTSA Institute for Eco. Dev.

Financial Affairs News



I am very pleased to announce the appointment of Mr. John Saldua as Senior Director, Management Reporting and Administrative Systems this past June. John fills the position vacated by Mary Simon when she was selected as Senior Director, Budget Planning and Development and moved into that appointment on March 31, 2008.

John comes to us with over 15 years experience in technology, training, database and web design within the telecommunications industry, most recently AT&T. He earned a BBA in Computer Information Systems and an MBA in Electronic Commerce Management.

John oversees implementation of Cognos reporting software for electronic access to financial and related information, as well as, DEFINE Administrative Services.

Please join me in welcoming John to our staff. His office is located in the Main Building Suite 3.108 and his phone is (210) 458-4208.

Important Benefits Reminder

Benefits eligible employees, remember to confirm your Annual Enrollment changes (if applicable) by reviewing your October 1, 2008 paycheck.

If changes made during annual enrollment are not reflected on your October 1st paycheck, notify HR by email at benefits@utsa.edu or call 458-4648 no later than October 10, 2008.

Welcome Deer Oaks!

Effective Wednesday, October 1, 2008, Deer Oaks will be UTSA's new Employee Assistance Program (EAP) services provider. An Employee Assistance Program is a confidential benefit that includes eight (8) short term assessments, counseling, prevention/education, crisis intervention, and referrals at no cost to UTSA employees and their dependents.

Employees currently using Family Services Association EAP services may continue to do so through Tuesday, September 30, 2008.

Please visit the [Employee Relations](#) website for details or contact David Díaz at 458-7891.

Wellness Expo 2008



In our continued efforts to achieve and deliver Excellence, this service is made available to ensure the well-being of our most valuable asset...our employees!

Make plans to attend the 2008 UTSA Health and Wellness Expo

This Month in History (courtesy of ITC Courier)

September 4, 1942

The station hospital at Fort Sam Houston in San Antonio was designated Brooke General Hospital, in recognition of Gen. Roger Brooke, who served as commanding officer there from 1928 to 1933. Brooke General Hospital was expanded in 1946 to become Brooke Army Medical Center.

September 8, 1900

A catastrophic hurricane struck the city

of Galveston on the Texas coast. A third of the city was destroyed and 6,000 to 8,000 people died. This hurricane prompted Galveston to build its sea wall for protection.

September 25, 1922

WOAI-San Antonio, the first radio station in South Texas, began broadcasting with an initial power of 500 watts.

FBI Command College

The UTSA Police Department and the FBI recently organized and hosted the Texas FBI Command College to help law enforcement agencies better serve their communities. UTSA's **Lieutenant Paul English** was among the 55 participants in the five-day college which focused on Texas agencies with less than 51 peace officers. Among the more than 2,500 Texas law enforcement agencies, approximately 90 percent employ fewer than 51 officers.

The Texas command college provides training in areas of leadership, employee retention, media relations and legal issues as well as numerous other subjects critical to agency leaders. The command college also facilitates networking of the represented smaller agencies and bolsters the relationships of participating departments. The enhanced networking capability benefits the agencies and the FBI alike.

The UTSA Police Department was proud to host more than 50 law enforcement executives on our campus. More than half stayed in the Laurel Village housing complex and utilized the Recreation and Wellness Center facilities as well as the university's wireless and high-speed

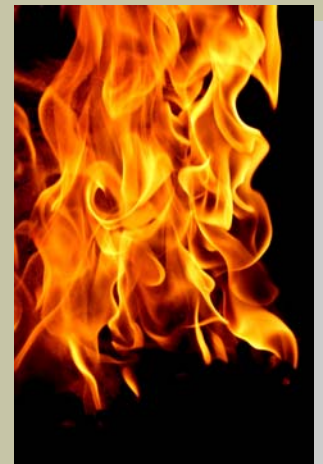


computing network.

The event was a great opportunity to showcase UTSA, the campus police department and the City of San Antonio.

Improving Fire Safety at UTSA

1. Keep corridors and hallways clear of obstructions at all times. No items of any kind should ever be placed in an exit corridor without permission of the Safety Office (x5250)
2. Never lock or block exit doors. Exit doors should never be locked or obstructed to ensure exit in case of fire or emergency.
3. Do not use extension cords.
4. Never store items of any kind in exit stairwells.
5. Never obstruct visible sight to fire alarm lights and exit signs.
6. Never store anything within 18 inches of the ceiling in rooms with fire sprinklers.
7. Never store combustible items within 18 inches of light fixtures, supply air vents or return vents.
8. Never store combustible items such as paper, cardboard, wood, or plastic in mechanical rooms or electrical closets/breaker rooms.
9. Keep access to electric panels, fire alarm pull stations, fire extinguishers, gas shut off valves, safety showers and eyewash stations clear at all times.



Successful solutions start with safety, so be smart and be safe!

UTSA Emergency Management Forum



On 31 July 2008, the UTSA Police Department's Office of Business Continuity and Emergency Management hosted the inaugural San Antonio Collegiate Emergency Management Forum. The Forum is a catalyst for area universities to learn and grow from one another in the arena of Emergency Management. During the recent fire at Our Lady of

the Lake University, area colleges and universities were very giving in the time of crisis. "If we can make these connections and plans prior to the next emergency we will all be better served. The objective of this forum is a first step towards just that," said Donovan Agans, UTSA Director of Business Continuity and Emergency Management. The Forum attracted roughly 30 participants from nine different area schools.

During the event, multiple Emergency Management and Preparedness issues were presented and discussed. All in

attendance were enthusiastically engaged in open discussions of the various topics helping to bring about a greater understanding of emergency management. "It was very informative and very well presented. I look forward to future gatherings," said Harold Lovejoy, Trinity University Safety Coordinator. It is the intension

of the UTSA Police Department's Office of Business Continuity and Emergency Management to facilitate an Emergency Management Forum with the local collages and universities on a bi-annual basis.



UTSA Honored

Holiday Vacation Requests



On behalf of the entire university, the UTSA Police Department attended a recognition at City Hall for the university's assistance to Our Lady of the Lake University during and after their devastating fire in May 2008.

THE HOLIDAY SEASON WILL BE HERE BEFORE YOU KNOW IT.

IT'S TIME TO PLAN AHEAD!!

HR recommends that all managers have their employees submit their vacation requests starting now to determine departmental coverage for the Thanksgiving and Christmas holidays, to include the skeleton crew days in December. Please refer to the [UTSA holiday schedule](#).

As always, all employee requests for leave during the holidays are subject to business needs and management approval. Taking action early can help the department provide needed coverage, minimize disruption and provide employees the opportunity to plan ahead.

Welcome to Parking and Transportation Services!

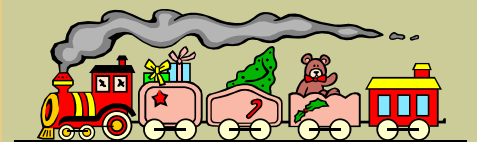


It is with great pleasure that I announce Gwen Bolden has accepted the position of Assistant Director of Parking &

Transportation Services. Gwen Bolden was the Manager of Parking and Transportation Services at the University of North Carolina,

Wilmington. She has over 15 years experience in the parking profession spanning from Universities to the private sector. Her proven experience, employee training and team development, and project management skills will be a positive asset for the department. Gwen began her employment with UTSA on July 1, 2008.

Please join me in congratulating Gwen on her new position!



UTSA TAKES DINING TO A NEW LEVEL ACROSS CAMPUS

Dining on campus has undergone an extreme makeover for Fall 2008. UTSA's Business Auxiliary Services and the UTSA food service provider, ARAMARK, partnered to bring innovation to dining services across the campus.

The University Center has not only expanded in buildings and size, but also in food options. Take a stroll along the new Paseo and you'll find Starbucks®, America's "third" place, ready to make you that perfect espresso or blended coffee drink. The first Taco Cabana® on a University campus anywhere in the world will offer students a true Tex-Mex experience including their favorite selections such as, sizzling fajitas, quesadillas, flautas, breakfast tacos, and much more! And from traditional Chinese favorites to fresh new taste creations, the chefs at Panda Express® will wok up a delicious menu with something for everyone to enjoy. In addition, Taco Cabana and Panda Express will be in good company with a classic grill and pizza concept, all located in the UC.



Look for the new C3 Convenience Store where Subway was located in the UC II. You can purchase boxed cereal, milk, cleaning supplies, toiletries, snacks, frozen meals and more.

The new food options don't stop there. Chick-fil-A® Express and the famous chicken sandwich, Sushic – The Sushi Company, Bene Pizza and Pasta, and Montague's

Deli will be located in the JPL food court. Smoothies from Freshens® and a variety of grab-n-go options will also be available at this location.

Other dining options on campus include Einstein Bros. Bagels® at the BSE building and a brand new Extreme Pita® in the Business Building. This fast, fresh and fun brand offers a customized rolled pita to suit the individual tastes of each customer. Menu items include our Extreme Club, Philly Cheese Steak, Beef Bistro, Grilled Chicken, Gyros, and Falafel.

Living on campus is great, especially when you're right next to the Real Food on Campus (RFoC) at Roadrunner Café. This residential dining facility is complete with an action sauté station, grill, fresh produce station, brick oven pizza, deli sandwiches, breakfast all-day, cereal, dessert and much more. The RFoC at Roadrunner Café is an all-you-care-to-eat facility that not only feeds the residential students, but also is enjoyed by

all students, faculty, staff and visitors.

Business Auxiliary Services and ARAMARK are dedicated to serving the UTSA campus community and are offering later hours of operation at many these locations. Please check ARAMARK's Campus Dish web site for a complete listing of hours at www.utsa.campusdish.com.

Go Direct Deposit!

Gary,

I was on my out on an errand when I noticed both Linda and John wearing T-shirts that advertised Direct Deposit. When I asked about them, she told me it was Debbie Riley's idea.

I want to pass along "Kudos" to Debbie for this wonderful idea! The more students we can get signed up for Direct Deposit, the better. This method of getting "out the word" will not only assist the student getting their monies faster and reduce the hassle of having to deposit in person, but it is time and \$\$ savings to those of us here in Disbursements. I have to get the final numbers from Therese, but as you are well aware, we have now (3) big check runs a year for student refunds. This means Disbursements has to make sure we have ample check

stock and envelopes on hand to take care of these checks along with our regular vendor and reimbursement payments, Therese has to do the actual check run and the checks have to go over to the Mailroom for postage and sending out. Lots of coordination!

I really appreciate Debbie taking this project on for Direct Deposit and wanted to let you know.

Cheryl Gay
Senior Accounting
Technician



Construction Update

Via 93 & 94 Bus Stop

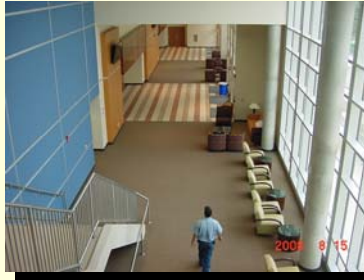
University Center III



The first University Center (UC), con-

structed in 1986, is now joined by the most recent expansion phase, the UC III. Built to accommodate the needs of UTSA's growing student body, the UC III will provide an assortment of new facilities including a student organization complex with new office spaces, meeting rooms, graphics room, ballrooms, both quiet and noisy student lounges, game rooms, and coffee shops.

First floor, Ballroom Gallery



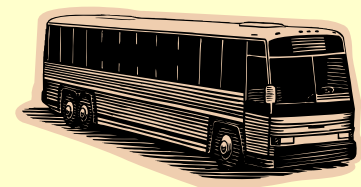
Student lounge



The bus stop located on The University of Texas at San Antonio campus serving VIA routes 93 and 94 (to and from the Downtown Campus) has been relocated to Margaret Tobin Avenue just east of the North Parking Garage. The transition occurred on August 22. Plans for this stop include a new shelter and improved lighting.

For route and schedule information, contact the VIA Metropolitan Transit at (210) 362-2020, Monday through Friday from 7:00 a.m. to 6:00 p.m.

Information is also online at <http://www.viainfo.net/Ride/Default.aspx>.



Thank you for Partnering—

We would like to take this opportunity to tell you how much we were impressed with Robert Peek's day-to-day management of the UC III expansion project. Robert was an excellent partner in many ways. First and foremost, he was always there looking out for UTSA's best interest and overseeing all the major construction issues and installations. There were many weekends that Robert would come to the construction site to make sure the project stayed on course. The installation of the bridges is one example. Second, Robert had the respect of OFPC and SpawGlass. He always knew when to negotiate, when to back off, and when to take it to the next level. This type of diplomacy, command of the issues at hand, and tact is invaluable on a project of this size. Finally, Robert was a great partner to us, the future user group. He kept us apprised at all times of his concerns and issues, he reacted quickly to requests for information, and he was available at a moment's notice when called for a last minute tour or to respond to an issue.

In closing, we cannot say enough great things about Robert Peek and the level of service and commitment we received. The bottom line speaks for itself. We opened on time and under budget. The reaction we have received from the students and staff at UTSA regarding the new facility has been overwhelmingly positive. At the end of this process, Robert has the respect of all the major players in the project: SpawGlass, OFPC, and the staff at the University Center and in the Office of Student Life. The tagline for the Department of Business Affairs reads "Your Partner for Successful Solutions". Robert Peek is the embodiment of that statement.

John Kaulfus, Associate Dean of Students
Kevin Price, Associate VP Student Life and Dean of Students

Lowa Mwilambwe, Director, University Center

Worth Remembering

"The secret of joy in work is contained in one word - excellence. To know how to do something well is to enjoy it."

--Pearl Buck

Business Affairs Promise

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