It was Sunday – went to church as usual. Though Brenda was in Dallas, I was anxious to hear the next sermon in the ‘prayer series.’ Sitting in the vicinity of our regular area – approximately five rows back, left center, I sat next to a lady who was holding a place for someone on the aisle. We exchanged pleasantries, and I sat content waiting for the service to start. She needed to talk, so she did – to me.

I learned she was a retired teacher and never wanted to do that again. She now manages a hair salon for the owner, “one of the nicest people in the world.” She emphasized and re-emphasized she “doesn’t do hair.” I also learned that the owner – the nicest person in the world – likes to eat at Bill Miller’s. He buys her lunch, though she doesn’t much like Bill Miller’s. And getting out of the restaurant’s parking lot onto Bitters is dangerous, so she dislikes going there. But she does because, yes, he’s “one of the nicest people in the world.” I also learned that the owner was born in Mexico, and she was instrumental in encouraging him to open his own salon. They do the hair of all the Macy’s models. I didn't even know Macy's had models. While a bit confusing, I learned the owner and his good friend stopped talking because one or the other owed the other person a lot of money. But once the money was repaid, they were best of friends again. "That's how it is with them," she said. As I was preparing to ask a clarifying question, the service began. Oh, and I learned the seat she was holding was for her husband; I didn't catch where he had been. I surmised from my brief encounter with his wife, he was waiting on the service to begin before sitting.

Guess what she learned about me? Yep, nothing. She didn't ask anything. I didn't ask anything either, but it apparently wasn't necessary. I just smiled and continuously nodded my head in an 'I'm listening' sort of way and occasionally managed, "Huh," and "Hmmm." She seemed fine with my end of the 'conversation.' Departing, we acknowledged each other with, "Nice to meet you," but we really hadn't met. Perhaps, unknowingly, I did meet a need of hers.

I had similar experiences with a colleague in Austin. We'd go eat and he'd spend the entire lunch talking about himself, rarely showing an interest in my world. It's like I'm "cellophane man." Translucent. Perhaps I'm a good listener or a poor conversationalist, unlike Brenda, my wife, who can talk to someone I've known for 20-plus years for ten minutes and know more about them than I ever did.

Rather than being quick to tell our story, seems to me if we take a minute to show a sincere interest in someone with a couple of thoughtful questions, we can uncover a treasure chest of interesting facts. Next time you're in an elevator, practice. Ask a stranger, "What's the best part of your day so far?" Or, "On a scale of one to ten, how's your day." Be prepared to ask a follow up question. This especially works well with students. Watch their initial surprise, then notice their faces light up when they realize you care and value them. It only takes a few seconds, and with little risk.

Regarding our seating location during church? Don’t know; may have to pray about it.

Kerry
Spotlight On …

Maria Nava

Maria Nava, a Building Attendant II at Downtown Campus, has been with UTSA for eleven and a half years, five of which she served at the Main Campus. She was born and raised at Palau Coahuila, Mexico. Five months after arriving in the United States, she and her husband, Jose, were hired at UTSA as Building Attendants. This immediate job opportunity was a great life-changing experience and a blessing for Maria and her family.

Maria is a hard working employee, she maintains and immaculately cleans her assigned areas, consisting of offices and classrooms making sure they are ready and organized before students, faculty, and staff arrive for the day. Maria consistently strives for excellence. She is a loyal and dedicated employee, always ready and willing to help others. When called upon, Maria assists the team by cleaning additional areas when fellow employees are absent; assuring the building is well maintained.

Maria and Jose have been happily married for 46 years and have five grown children. They are very proud of them all and their career accomplishments as a NASA computer engineer, a nurse, an artist, an arts and crafts store manager, and a machine operator. Maria is also blessed with 14 grandchildren and 4 great-grandchildren.

During her free time, Maria loves to organize fiestas, sing, and she enjoys preparing flower arrangements.

Thank you Maria, for your commitment and dedication to UTSA and Business Affairs.

Maria 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!

Earth Week

PARTY on the OVAL!

12 p.m. - 2 p.m.  
Monday, April 22, 2013  
Location: Oval is North of the Business Building

Come out and celebrate the completion of the UTSA campus gateway improvements on Park Blvd, the Bracken Road crossing, transit bus hub, and oval and plaza greenbelt completed last fall. Help us kick off Earth Week with a Party On the Oval featuring live music, food, outdoor pursuits, free giveaways, and green day activities and information.

Are you Green?  
Earth Week 2013 • April 19-24

EarthWeekUTSA.com  
For more information go to earthweekutsa.com  
or contact Cynthia Davis at 458-6551

Travel Vendor Fair

DTS is also planning a Vendor Fair in April where you will be able to meet with all of UTSA’s travel vendors. There will be more information regarding the Vendor fair in the coming days.
Hi Pam (Bacon),

I would like to thank you for your time and expertise for guiding me through the very complicated process of initiating proper service agreements for an upcoming study abroad tour in Japan that I will co-lead. Most of all, I would like to thank you for your patience.

Thank you also for pointing me to the two wonderful ladies Diana (Ollervidez) and Lenora (Chapman), who knew exactly how to set up new account numbers, make payments and get cash advance. They stayed way beyond 5:00 p.m. to help me with various things. I am really impressed by the professional service the Business Affairs is able to provide our faculty and staff when advise is needed, for which I am grateful.

Again, thank you all for everything.

With appreciation,

Mimi (Yu)
Associate Director, East Asia Institute

John (DeLaHunt),

Thank you for your tireless effort trying to assist with resolving the complicated issues associated with this travel request.

Julius M. Gribou, AIA
Executive Vice Provost and Senior International Officer

Thanks for all your diligence and persistence, John, you've been terrific through this whole process. We never would have cleared these hurdles without you. I appreciate all the support you have expressed for the work, too. I look forward to telling you all about it when we return.

-Bill Dupont
Department of Architecture

Brian (Moroney),

I just wanted to send a quick note about Kristee Phelps. Fabulous!!!

As you know, as a part of my 'return to work' I needed to have an ergonomic assessment. Kristee was timely and professional in her evaluation and her recommendations. Of course, when Kristee is in the office everyone has to say 'hello', 'how are you doing?', 'why are you here?', etc. As it ended up, she did several evaluations of staff ergonomic issues, mostly resulting in advice, rearranging workspace, exercises, raising monitors, etc. She is so special in her attention to people and their needs and so sensitive to budget concerns. She's creative in seeking good solutions.

Oh, yeah, she's also a great SME/trainer!

Just wanted you to know how much we appreciate her! Wish we could clone her!

Anne C. Jett
Director of Training and Development

Thank you all for striving for excellence every day!
The Order of The Roadrunner  
Paul Duke, Senior Buyer

Paul Duke has a nickname and it’s not “The Duke”. He is affectionately known as “The Boy Scout”. If you know Paul, this won’t surprise you. Like a good Boy Scout he is loyal, helps others at all times and does what’s morally right all of the time.

Paul has worked in the Purchasing and Distribution Services Department for seven years and is the Senior Buyer. He is well respected by peers, customers and colleagues because he treats everyone with respect and courtesy at every interaction. This respect comes from his ability to partner with others, value their input and be creative while doing the right thing.

He has developed creative solutions to issues by working in collaboration with several departments across campus. As the Senior Buyer, he has handled highly complex, multi-million dollar contracts, awarding some of the most beneficial procurements the university has ever had.

Paul works tirelessly with vendors and the university to ensure transparency and effectiveness; communicating expectations and measuring results. When the Athletics Department began the RFP process for apparel, it was Paul’s experience and approach that helped secure a strong beneficial multi-year contract with Adidas. He worked with Business Auxiliary Services team and Aramark to encourage growth, which has brought the university potential revenue for the next five years. He is best at solving problems and bringing people together and is currently working on a joint DAS project with UTHSCSA and UTSA.

For the last two years, he has served on the UTSA Athletics Council and the Academic Integrity subcommittee, providing crucial insight and support to further the university’s goals.

Within his department, his leadership and support have been key in promoting team morale and ensuring quality work gets gone.

The Extra Mile Award  
Irene Maldonado, HUB Program Manager

Irene Maldonado has a disease. She’s a chronic volunteer and can’t say no to helping others.

As the HUB Program Manager she’s responsible for HUB compliance on procurements and works with the buyers to include small businesses for bid opportunities. She also does vendor outreach, hosts the annual Vendor Fair, teaches a class on purchasing from HUBs and meets with vendors individually to help them do business with UTSA.

Irene served as a SECC Tri-chair where she revamped the Area Champion training PowerPoint. On the incentive subcommittee, she utilized her vendor network to increase door prizes and solicited larger silent auction prizes. Leading by example, she shared her family’s personal story about her son to encourage others to participate in the campaign.

Within Business Affairs, she volunteered to be on the “Staying in Tune Committee” whose task was to come up with ideas to remind people of the Business Affairs Guiding Principles. Irene also serves on the Action Communications Team Committee, Business Affairs Celebrating Excellence Committee and the Corporate Engagement Planning Committee. She also serves on many business orientated committees outside of the university, City of San Antonio Mentor-Protégé Workgroup, City of San Antonio/Bexar County Small Minority Owned Business Conference Planning Committee, Hispanic Contractors Association Advisory Committee, and the SBA Consortium Small Business Academy.

Irene is all about small businesses. In partnership with the UTSA Small Business Development Center and Procurement Technical Assistance Program, she serves as a presenter with regard to State of Texas procurement and has created and presented workshops like “Marketing for the 4 Generations” to small businesses. Her efforts have made UTSA a shining example of a successful minority supplier program in San Antonio.

Congratulations  
Paul Duke, Irene Maldonado, Jessenia Skelton, Tomas Fuente, William Lowak, Helen White and Taniesa Williams
# University Awards, Continued

## The Team Spirit Award
Access Services, UTSA Police Department

**Jessenia Skelton, Tomas Fuentes, William Lowak, Helen White and Taniesa Juul**

This highly motivated team of five individuals has put their heart and soul into improving all aspects of the Access Services mechanical key and electronic card access programs in order to provide a shorter turn-around time on all requests as well as providing improved customer service.

One of the most critical responsibilities of Access Services is to provide keys and/or electronic card access to authorized UTSA employees and students. It may seem like a simple task, but it takes tremendous collaboration and communication with designated representatives from virtually every section, department, division and college associated with the university in order to place a key in the hand of the employee who needs it. This also holds true for electronic card access. There are over 1,300 DSX card readers installed throughout the campuses.

The Access Services team has worked diligently to streamline the key and electronic card access process by developing easier to use electronic request forms that allow multiple requests on the same form.

Access Services has a tremendous responsibility of assisting in the protection of the universities most precious resources - our faculty, staff and students, as well as the physical resources they need to accomplish their daily tasks. Jessenia, Tomas, William, Helen and Taniesa have demonstrated their commitment by streamlining the key & card request process by cross-training all employees; improving the electronic request forms; and they have increased security through the development of the critical area list, use of Single Key Door (SKD) cores; Biometrics and the Video Call-up software.

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## Facilities FY14 Shop Rates

The new UTSA Facilities reimbursable shop rates schedule for FY14 will be effective September 1, 2013. The new rates reimburse Facilities for the cost of providing departmental services. Departmental services are those for which Facilities does not receive a budget allocation and will be funded by the requesting department.

Shop rates are based on the actual average pay and benefits of Facilities employees performing the work. Rates include the cost of labor, fringe benefits, and a $2 per-hour incidental charge for supplies such as nails, bolts, and hand tools. These rates do not account for a merit increase and therefore may need to be adjusted depending upon the FY14 University Merit Policy.

The only shop rate that increased was for Housekeeping, which increased from $20.50/hr. to $21.50/hr. All other Facilities shop rates remain the same as FY13.

For more information on the new FY14 shop rates contact Belinda Dovalina at 458-6317 or reference the Facilities website at: [http://facilities.utsa.edu/rates.htm#ShopRates](http://facilities.utsa.edu/rates.htm#ShopRates).

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## 2013 RecycleMania Statistics

Thanks to the UTSA community, this year’s RecycleMania was a great success. UTSA came in 29th out of 269 colleges and universities participating in the Grand Champion category nationwide; and, in the State of Texas, 3rd out of 15 colleges and universities. UTSA was also included in the Gorilla category placing 75th out of 365 colleges and universities nationwide; and, in the State of Texas, UTSA came in 4th out of 21.

Richland College in Dallas, Texas is ranked 1st followed by Baylor College of Medicine, and North Lake College.

As part of this year’s RecycleMania, UTSA also promoted the sensitive document destruction for the tri-campus community and got great results. The UTSA Tri-campus community shred 23,860 pounds of paper and 33,420 pounds of documents per UTSA records retention schedule.

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## Sales Tax Increase

Effective 04/01/13, the City Sales and Use Tax Rate in Bexar County will increase from 8.125% to 8.25% per the Texas Comptroller of Public Accounts. Any departments that make taxable sales will need to update their calculation for charging sales tax to 8.25% for any sales effective April 1, 2013. For more information you can log on to the Texas Comptroller website at [http://www.window.state.tx.us/taxinfo/local/2ndqtr.html](http://www.window.state.tx.us/taxinfo/local/2ndqtr.html).
When Thunder Roars!

Spring is upon us, and with the changing of the seasons comes the threat of severe weather and flooding. Take time on a sunny day to be prepared for those occasional stormy days. What does severe weather mean, you may wonder? Severe weather includes thunderstorms, microbursts, lightning, tornadoes, hail, tropical cyclones (hurricanes), and dust storms.

With the increased risk of severe weather in our area during the spring time, it’s important to recognize what our number one threat is flooding. A flood or flash flood WATCH means a flood is possible in your area. A flood or flash flood WARNING means flooding is already occurring or will occur soon in your area. A severe thunderstorm WATCH means conditions are favorable for thunderstorms – WARNING indicates severe thunderstorms are occurring and/or capable of producing large hail or high winds causing significant damage.

The best defense for severe weather is awareness and preparedness. When a thunderstorm is approaching, keep an eye on the sky. Look for darkening skies, lightning, or increasing wind. When thunder roars, go indoors! If you can hear thunder, you are close enough to the storm to be struck by lightning. Go to safe shelter immediately.

Severe thunderstorms can produce flash flooding in the San Antonio metro area. Did you know moving water only six inches deep can sweep you off your feet? Twelve inches can sweep a car off the road. It’s best to turn around, don’t drown. Standing flood water may be electrically charged from underground or downed power lines. Crossing or disregarding a barricade in San Antonio is a Class B misdemeanor that includes a fine of up to $2,000 and up to 180 days in jail. Moving a barricade posted at a low water crossing also is a Class B misdemeanor that may result in a fine of up to $1,000 and up to two years in jail. You can be arrested for either offense. Additionally, the San Antonio Fire Department (SAFD) charges a fee of $400 for each person rescued from a designated low water crossing.

Remember that the best decision you can make during severe weather and/or a flood is to shelter-in-place and ride out the storm. For more information on flooding in our area, please visit the www.floodsmart.gov or the National Weather Service at www.weather.gov/austin. During a storm, listen to local radio or TV stations for flood information, and monitor the UTSA Campus Alerts webpage at http://alerts.utsa.edu. Contact the UTSA Office of Emergency Management at 458-6851 if you want to learn more about preparedness.

Sources: American Red Cross, City of San Antonio, National Flood Insurance Program

Concur Demonstration

Disbursements and Travel Services (DTS) is excited to announce the upcoming demonstration for our new on-line web tool called Concur. DTS is offering several classes to guide our users throughout the entire process on how to use Concur. Please refer to the chart below regarding current Concur demo Sessions. Please go to https://mytraining.utsa.edu to enroll in these sessions.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2, 2013</td>
<td>9:00 – 10:00 a.m.</td>
<td>Main Campus</td>
</tr>
<tr>
<td></td>
<td>10:30 – 11:30 a.m.</td>
<td>Main Campus</td>
</tr>
<tr>
<td>May 3, 2013</td>
<td>1:30 – 2:30 p.m.</td>
<td>Main Campus</td>
</tr>
<tr>
<td></td>
<td>3:00 – 4:00 p.m.</td>
<td>Main Campus</td>
</tr>
<tr>
<td>May 3, 2013</td>
<td>9:00 – 10:30 a.m.</td>
<td>Downtown Campus</td>
</tr>
<tr>
<td>May 3, 2013</td>
<td>11:30 – 12:30 p.m.</td>
<td>Main Campus</td>
</tr>
<tr>
<td>May 3, 2013</td>
<td>2:15 – 3:15 p.m.</td>
<td>Main Campus</td>
</tr>
<tr>
<td></td>
<td>3:30 – 4:30 p.m.</td>
<td>Main Campus</td>
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If at any time you have questions, please contact Diana Macias-Ollervidez, Assistant Controller, at diana.ollervidez@utsa.edu or at 458-6915, and Nora Compean, Assistant Director of Disbursements and Travel Services, at nora.compean@utsa.edu or at 458-4831.
Construction Update

Elevators influence visitors’ first impression of UTSA, as well as provide a utilitarian function for thousands of workers each day. Facilities recently completed both cosmetic and mechanical upgrades to elevators in the Flawn Building, Arts Building, MS Building, and University Center.

The work consisted of the total replacement of all elevator mechanical equipment including controls, motors, cables, and doors. Interior cab improvements included new flooring, wall panels, handrails, cab stations, and lighting. Fire sprinkler and fire alarm systems were improved to meet code requirements. Accessibility was improved to comply with ADA requirements. All elevator corridor entrance jambs and headers were updated with a durable stainless steel veneer. Before being placed back into service each elevator had to successfully pass a series of tests administered by a State registered elevator inspector.

The recently completed elevator work will improve speed, reliability, and safety, and has already reduced maintenance calls to these buildings. Facilities thanks the UTSA community for having patience during these upgrades to our infrastructure.

A (Baker’s) Dozen Rules for Successful Administration

If you would like to received one or several laminated index cards of the following, please contact our office at 458-4201.

<table>
<thead>
<tr>
<th>Rule</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hire the best people you can who share your vision and can help to achieve it.</td>
</tr>
<tr>
<td>2</td>
<td>Don’t attempt to accomplish the organization’s goals by yourself; delegate authority to others and hold them responsible for their actions.</td>
</tr>
<tr>
<td>3</td>
<td>Don’t attempt to satisfy all the people all the time; expect to upset some people sometimes for the right reasons.</td>
</tr>
<tr>
<td>4</td>
<td>Don’t expect to succeed without providing feedback to and eliciting feedback from the organizational environment.</td>
</tr>
<tr>
<td>5</td>
<td>You must constantly work to create an organizational climate where people can argue in safety and disagree in comfort.</td>
</tr>
<tr>
<td>6</td>
<td>Don’t take personally the arrows and barbs generally slung at you as an administrator.</td>
</tr>
<tr>
<td>7</td>
<td>Don’t ignore your own and others’ personal and professional needs.</td>
</tr>
<tr>
<td>8</td>
<td>Never unleash your temper unless you carefully plan in advance to do so.</td>
</tr>
<tr>
<td>9</td>
<td>Remember to share freely with your colleagues the credit for accomplishments they helped make possible.</td>
</tr>
<tr>
<td>10</td>
<td>Remember always to treat people as human beings who, like you, have a need for compassion, empathy, fairness, honesty, and a sense of worth.</td>
</tr>
<tr>
<td>11</td>
<td>Remember that you’re not indispensable.</td>
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<tr>
<td>12</td>
<td>Don’t be disappointed by the lack of praise or plaudits for things you do well; they will be the exception rather than the rule.</td>
</tr>
<tr>
<td>13</td>
<td>Remember to grant exceptions to the rule sparingly, for they will surely come back to haunt you.</td>
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</tbody>
</table>

Dr. John Andes & Dr. Ernest R. Goeres, West Virginia University

Purchase Orders

The UTSA community is encouraged to complete, as soon as reasonably possible, year-end tasks in DEFINE, HRMS, POINT plus, or other systems, in preparation for the transition to PeopleSoft.

Please focus on prioritizing and planning completion of year-end activities such as purchasing, employee assignments, budgeting, travel and payment of goods and/or services as early as possible in preparation for the scheduled go-live date of September 1, 2013 – a short 4 1/2 months from now. Early closeout and completion of these activities will allow time for data to be accurately migrated from the current systems into PeopleSoft.

Please be aware that, over the course of the summer, limited resources may preclude purchasing, travel and other offices’ ability to assist you in completing some processes. Services will be provided at the highest level reasonably possible, with the awareness that there may be unavoidable restrictions and limitations that could affect service levels. For more information go to: http://utsa.edu/utshare/.
Business Horizons

Food Options on the Horizon

Changes to Food Service are forthcoming this summer on the Main and Downtown campuses.

Business Auxiliary Services and ARAMARK will install a Provisions On Demand (POD) on the ground floor of the Main Building, across from the elevators, during the summer months. Just like the POD in the McKinney Building, this venue will offer hot coffee & cold drinks, sweet & salty snacks, as well as the popular Grab-n-Go sandwiches and salads. The Main Building POD will replace the Bauerle Garage convenience store, which will close permanently at the end of the spring semester.

Also an update to the JPL food court is planned for this summer. In addition to an updated and more open and welcome “feeling,” the current pizza venue will be replaced with a Papa John’s, offering individual pizzas and wings. A complete makeover of the salad bar will provide expanded offerings for breakfast, lunch and dinner. Look for made to order breakfast tacos, additional soups, gyro’s and rotisserie selections.

The Downtown Campus will also see an expansion of the salad bar as a permanent fixture is built-in, as well as additional Healthy Home Zone options and a daily pasta bar.

All projects are planned for the summer, with expanded food services open for business at the start of the fall semester.

Grant Award

Recently, the UTSA Police Department was awarded a $3,000 grant from the Texas Department of Transportation (TXDOT) for its participation in a national enforcement effort on impaired driving. The grant will be used to purchase a video camera system for one patrol car. A representative from TXDOT presented a ceremonial check to the Police Department.

The enforcement period was August 19 – September 6, 2012. During calendar year 2012, UTSAPD made 44 arrests for Driving Under the Influence by a Minor and 51 arrests for Driving While Intoxicated.

Texas leads the nation in almost every alcohol related statistic. The only way to prevent impaired driving is for all of us to do our part in prevention. Together we can change our communities making it safer for all of our families!

Erlinda’s Wish

Erlinda Castillo, a Facilities Housekeeping employee had no idea that expressing her interest in developing and improving her computer skills would lead to the creation of a training program named after her. As a Facilities Housekeeping employee assigned to the North Paseo Building, Erlinda worked daily in the Office of Teacher Education Services where she got to know the staff well and saw first-hand the dedication and compassion they share for teaching. It was also there that she expressed her interest and that of many other housekeepers, the desire to learn. Upon hearing about the housekeepers shared interest in educational development the wheels were set in motion for what is now known as Erlinda’s Wish.

In early 2012, the Office of Teacher Education Services, in partnership with the Facilities Housekeeping and Special Events Department, set about the task of designing a training program to fulfill Erlinda’s wish. The program was designed to focus on the development of basic computer skills including terminology and hands-on experience. The training sessions were held once a week for five weeks from May to August 2012, resulting in one hundred participants being awarded Certificates of Completion at the end of the sessions.

The program has been very successful. In September 2012, it was expanded to include training sessions in advanced computer skills and English as a second language. Today, the program continues, 80 housekeepers signed on for Spring 2013 and are actively engaged in both computer and English as a second language trainings.

Our sincere appreciation goes to the Office of Teacher Education Services for guiding our employees towards success in their jobs and in their personal lives.

Business Affairs Promise

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