This past month, I had the honor to join Dagoberto Rodriguez, Energy Manager, and Marlene Zacarias-Rosenboom, Utility Analyst, in accepting a Southern Association of College & University Business Officers (SACUBO) Best Practices Award at the SACUBO Annual Meeting in Asheville, North Carolina. They did an outstanding job presenting Streamlining Utility Billing Analysis and Reporting and representing UTSA. In previous newsletters, I mentioned that I would continue to share comments about "Magical" experiences, people, processes, and settings. This was one of those "Magical" examples of our people creating useful tools for their customers’ benefit.

Another tip in the book, Be Our Guest: Perfecting the Art of Customer Service, for magical culture building is to solicit feedback and ideas from the team. Our Business Auxiliary Services (BAS) team reached out to their staff and the campus community for feedback on a new departmental name. The BAS Team "contributed to the Show" as described by the Disney Institute to foster a sense of ownership and allow creative input from the team. BAS has now completed their feedback sessions with their internal team and campus customers and are ready to launch their new name "Campus Services" to more accurately reflect the nature of their departmental role. They will begin to roll out their new name in the coming months and it will create an image that aligns well with our guiding principles.

As we end the busy spring semester with graduation ceremonies, I want to congratulate all those in our division that are pursuing their degrees or will be celebrating their own graduation and the completion of their degree.

More congratulations go out to Sgt. Jovany Vega, recipient of the University Excellence Leadership Award in April. I celebrated my first year service milestone at UTSA while recognizing our Business Affairs staff with their many years of service. If you attended the University Excellence Awards, you joined Dr. Romo in awarding our own Steve Barrera with a Roadrunner for his dedicated service to UTSA as he joins the ranks of our retirees.

We have many Magical moments to be proud of our division and I hope to be able to celebrate many more of those in the coming year with you.

Kathy
Spotlight on...

Bob Kirk

Bob works in UTSA’s Environmental Health, Safety and Risk Management Department as the Occupational Safety Specialist. He started, what was then, a new position in November 2012. He has eight years of safety experience as a manager and trainer in the private sector. Prior to this second career in safety, he served 30 years in the Army, including many years in training development.

He is a graduate of the U.S. Army Sergeants Major Academy, Frostburg State University, Maryland, and attended graduate school at the University of Missouri. Bob is originally from Cumberland, Maryland, but has spent the last 20+ years in San Antonio. He resides in Converse with his wife Jacqui, and while his three children (two attended UTSA) are grown, they still enjoy family gatherings, especially with their first grandchild “Mary Lou” born this past November. Bob and Jacqui are avid hockey enthusiasts, season ticket holders of the San Antonio Rampage for many years, and fans of Jacqui’s hometown Pittsburgh Penguins. Bob also enjoys fishing and traveling.

Here at UTSA, Bob has developed and instructs numerous safety classes including, an OSHA 10-hour General Industry Health & Safety Course; Forklift, Backhoe, Skid-steer, and Aerial Work Platform Operation & Safety classes; and classes on ladder safety, fall protection, back injury prevention, and hazardous communication. He manages the UTSA’s AED program which has 45 units across our three campuses.

Bob works with Facilities Operations and Maintenance and others performing Job Hazard Assessments, and annual Work Conditions Self-Assessments, all towards making UTSA a safer and better place to work.

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

Bob 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!

Administrative Support Toolbox Series

More than 80 UTSA administrative professionals were honored at the annual celebration of the Administrative Support Toolbox Series training program on April 27th, 2016. This tenth annual event with a ‘Travel’ theme was hosted by UTSA’s HR Training & Development department and recognized 17 administrative staff who completed five courses representing over 17 classroom training hours. The event included words of welcome and appreciation from Kathy Funk-Baxter, Vice President for Business Affairs, comments from Toolbox graduates who spoke to the value of having attended the training classes in previous years, ‘passport’ exchange activities to highlight the impact of the training program day-to-day on the job, plus great refreshments, door prizes, activities, networking and more!

Congratulations to all Administrative Toolbox graduates!

UTShare Spotlight

UTSA has passed another major milestone with the 2nd anniversary since the implementation of PeopleSoft on May 1, 2014. Much has changed over the past two years as users have become more familiar with the system, more details are available, and PeopleSoft Workflow for Non Purchase Order (PO) Vouchers and ePro Requisitions was implemented on March 28, 2016. For more information, click here.
Kudos

I want to say WOW & KUDOS for the work that Mike Fernandez has done at Student Placement and Advising Center. I want you to know that, he goes above and beyond his call of duty while doing his work. He is extremely professional at what he does and follows up on his work to make sure the staff is happy or if there is anything he sees or staff that needs to be fixed; he takes care of it. His presence while working here is remarkable. He is considerate of others needs and times and worked around us. That is important to our center since, we see students all day. He made sure not only staff but, students safety was a priority while working as well as using discretion. We can’t THANK YOU enough and words cannot explain for such a wonderful job that has been done here. KUDOS TO MIKE!!!!!!!!!!!

Cecilia Jáquez "CJ", Senior Administrative Associate
Student Placement Advising Center

Gary (Lott),
I wanted to let you know that I got some really positive feedback from several “Leadership UTSA” members. In particular, they mentioned you and Jennette (Hughes). They mentioned how responsive you are to needs and requests and how you and your team collaborate with Enrollment Services. It made me very proud and I want to commend you on your leadership and for truly living the guiding principle WE PARTNER to deliver excellent service. I continue to receive positive feedback about you and your team and how they are very helpful. I know you ensure that your new hires have the same philosophy. Great job!

Lenora Chapman
AVP Financial Affairs

I just received a phone call from a woman who is visiting San Antonio from Dayton, OH. She attended the Cystic Fibrosis Foundation Dinner at ITC last night, and was concerned about walking back to her hotel due to a medical condition. She wanted to reach out and express that PSO Priscilla Treviño went out of her way to find a taxi that could transport her back to the Marriott Riverwalk Hotel. She did not offer all of the details, but she was effusive in her praise for PSO Treviño. PSO Treviño, thank you! We appreciate your efforts to go above and beyond for visitors to the museum.

Salud!
Aaron Parks, MBA, PMP
Assistant Executive Director
UTSA Institute of Texan Cultures

Thank you all for striving for excellence every day!

I just wanted to provide a “Values in Action” note for you and the DTS team. I’ve been here for over 6 years, and recently (maybe since the first of the 2016 Fiscal Year), the turnaround time for DTS is just amazingly fast. I’m constantly amazed at how quickly my documents are processed and paid – and the level of customer service and responsiveness has improved as well.

It has a direct impact on me and my ability to get documents closed out, so just wanted to say “well done”!!

Janie Paschal, Small Business Development Center

I have subscribed to the Wall Street Journal (WSJ) using my UTSA address for over a year, but had only received two copies until recently. When we would ask we would be told that there weren’t any papers with my name on them.

I wanted to let you know that Edward Pallazola worked with my office and provided enough information that we could determine why my papers weren’t coming to the mailroom. He had told me that one person on campus was receiving their copies in the mailroom daily. I asked that he send me the person’s label information so I could compare to my label (for the one paper I had recently received). He did so the next morning. The labels had the wrong last four on the zip code courtesy of the WSJ automatic zip code assignment. We asked the WSJ to correct the error and now I’m receiving my copies daily.

Kudos to Edward for working politely and quickly to help us resolve this problem!

Best regards,
Sandra T. Welch, Ph.D.
Senior Vice Provost for Institutional
My name is Michele Genco and I am one of your frequent callers to DTS. Unfortunately I must admit that.  

I wanted to take a moment to express my sincere gratitude and appreciation to Robin Rigney for EXCELLENT customer service and assistance EVERY time I call. I wanted to make sure her supervisor knows that she goes above and beyond to help and I appreciate it dearly. I could not complete some of my tasks, be it that I am new to UTSA, without her help.  

Thank you for your time. I hope you will share this email with Robin.  

Have an awesome day! Keep up the good work.  

Sincerely,  
Michele [Genco], ASO II, PDS

Thank you all for striving for excellence every day!  

Kudos on shuttles for Fiesta....  
I also wanted to let you know that everything was GREAT on Saturday. I got so many positive comments on BAS Transportation Dept. Thanks so much and please pass along to the drivers our thanks!  

All the best!  
Carol Rustowicz, Administrative Associate  
COLFA Music

Join Us FOR THE Business Affairs Forum ALL BUSINESS AFFAIRS EMPLOYEES ARE WELCOME! TUESDAY MAY 24, 2016 Main Building Auditorium MB 0104 9:15 am Fun & Warm-Up 9:30-11 am Forum Refreshments Entertainment Door Prizes Giveaways Food Drive Bring a non-perishable food item* to donate to the San Antonio Food Bank UTSA SHUTTLE SCHEDULE ITC: Meet at flag pole no later than 8:15 am for pick up. DTC: Meet at half circle on Frio Street no later than 8:30 am for pick up.

* Most-needed items include peanut butter, cereal, tuna, rice, and beans. Visit safoodbank.org/most-needed-items for a full list.
Texas Association Against Sexual Assault Award

On March 9, 2016, the Texas Association Against Sexual Assault (TAASA) held their annual conference in Corpus Christi, Texas. The event was an opportunity for advocates and professionals to learn and share information on emerging issues in sexual assault prevention, victim advocacy, and survivor-centered care. Nearly three hundred people attended the event.

During the conference, TAASA awarded nine recipients with well-deserved awards who made significant contributions to the anti-sexual violence field. These awards ranged from community empowerment to advocacy to victim services and more. TAASA Director, Annette Burrrhus-Clay, said that “there is so much great work going on across Texas and taking the time to acknowledge the many extraordinary efforts is both humbling and motivating”.

Our UTSA Police Department was honored to receive the Community Engagement award for promoting Anti-sexual assault programs such as ‘National Night Out’ and ‘It’s On Us.’ Led by Sgt. Shawn Smith and Cpl. Maranda Tupper, the Community Affairs Section of the UTSA Police Department fosters positive and productive police-community relations and works to create solutions for problems that arise within our campus community.

New Restrooms

Facilities recently completed the construction of new restrooms on the first floor of the Flawn Building.

When the building was constructed in 1975 there were no restrooms on the first floor east of the service drive. That condition was allowed by building code at the time, but that is no longer the case. The new restroom facilities are ADA compliant and include a hydration station in the vestibule. The project’s distinct use of color, patterns, and materials offer a bold, modern look.

HR Improves Customer Service

In December, the Human Resources leadership team met to explore ideas on improving customer service in the area of communication and technology. One of the biggest concerns involved the capability to retrieve and forward voicemail messages in a timely and more efficient manner for our internal and external customers. HR Associate Vice President, Barbara Centeno, encouraged and endorsed a positive customer service solution by tasking the HR Training and Development team to collaborate with OIT Support Services.

HR Trainer, Priscilla Fernandez, and OIT Subject Matter Expert, Mary-Margaret Echevarria identified and examined the technical features of the Unified Messaging System offered through UTSA OIT. Unified Messaging is the integration of different streams of messages (email, voice, calendars, etc.) into a single email in-box accessible from a variety of devices. The main benefit is that Unified Messaging connects your phone voicemail box to your email via the UTSA cloud, so you’re always connected. Hence, HR coined the phrase “VMAIL – Voicemail to Email” during the rollout. HR employees attended a 30 minute training session on Unified Messaging in order to ensure a smooth transition from Unity to Unified Messaging. The training sessions included live demos to recognize the ease and benefits that VMAIL provides to enhance HR’s customer service experience, as well as understanding how to continue to protect the confidentiality of our customers.

HR went live with Unified Messaging on March 1, 2016. Since then, they’ve experienced the benefits of VMAIL first hand. If a voicemail needs to be forwarded to another co-worker, it’s a quick and easy solution by clicking forward on the email. Technological change is not always easy, but HR T&D with the help of OIT were able to implement positive change and peace of mind for our employees and customers. We hope that it’s working for you.

Please let us know!
Installation of the Distributed Antenna System (DAS) is nearing completion. Receiving/transmitting antennas have been placed in select buildings throughout the Main and Downtown campuses. The antennas are designed to enhance the wireless voice and data transmission, which is also described as improved cell phone service. Does this system work with all carriers? No. At this time, only Verizon Wireless is an active participant in the system since they were contracted by UTSA to install the system at their cost. UTSA’s contract with Verizon requires that they offer participation to other major carriers at a nominal monthly fee. Current negotiations with other carriers such as Sprint, T-Mobile, and AT&T are on-going. If you are a customer of one of the other carriers besides Verizon Wireless, please contact your provider and urge them to participate in this system, so you can obtain optimal cell phone service everywhere on campus.

Welcome to UTSA!
Have you heard about the new e-surplus online portal? Surplus is proud to announce the Reduce, Reuse, Recycle program that began in early October and that is now gaining some serious traction. The basic premise of the plan was to find a means to better communicate available surplus property to the general campus community while simultaneously saving money by avoiding the purchase of new items.

There have been several new features, added by Surplus, that are intended to help the general campus community. One of those features includes new walk-in hours on Fridays from 9 a.m. to 2 p.m.; the goal behind this feature is to allow the general campus community the chance to preview, in person, any equipment that a department may need.

If you are unable to meet in person, on Friday, there are other options available to you. One exciting option is the ability to view the on-line portal (http://www.e-surplus.com) of available surplus inventories that includes descriptions and photos of all items. Another option available, in regards to general questions about inventory or how to collect, pick-up, or remove similar devices that become surplus to the university needs. Users need not be concerned about sensitive data on those devices they submit to Surplus.

Surplus has also started to utilize a general Outlook calendar, available to all university employees, to schedule surplus property pick-ups and deliveries. We have already received positive feedback about the ease of use and quick response time from the greater campus community. The combination of the e-surplus website, the centralized e-mail address, and the ability to schedule within Outlook has granted Surplus several efficiencies that were not previously available.

Surplus has seen many improvements since the implementation of the Reduce, Reuse, Recycle program. During this current fiscal year alone, 436 items have been turned in to the Surplus Property Department; 261 of those items have been redistributed/reused by the campus community. Surplus has an estimated year-to-date savings of about $42,000! We hope to see this number exponentially grow as more awareness about our programs spread.

Erasmo Garza, the new Surplus Property Supervisor, has already seen many successes through the “Reduce, Reuse, Recycle” program. Erasmo has 26 years of military experience in logistics and strategic planning, and stands ready to address all your Surplus Property needs. If you have any questions or would like additional information about these changes, or services, please call Erasmo Garza at ext. 6272.
Financial Affairs Welcomes John Clifford

Dr. John Clifford, Jr. Ph.D., joined our team on April 1st, 2016 as the new Director of Purchasing and Distribution Services. John comes to us from Unilever in Shelton, CT, serving as a Logistics Procurement Data Analyst.

He brings over 40 years of hands-on business management experience focused on purchasing, IT systems, logistics, customer service, production planning, and inventory control. For 23 years, John served at Yale University as their Manager of Purchasing System where he was heavily involved in their Oracle implementation, system design, and university-wide process improvements.

John pursued his Ph.D. in Organization & Management to expand interests in higher educational teaching and research in business management science. Besides his dissertation on the structure and operations of a university purchasing department buying sustainable goods and services, John’s current journal works-in-process include logistics analysis, organizational design and behavior for “green” purchasing, and process staffing requirements.

For over 10 years, John taught several business courses at both graduate and undergraduate levels at four colleges in Connecticut. Courses included Organizational Effectiveness, Management and Organization, Strategic Management, Business Policy and Compliance, Human Resources, and Entrepreneurship.

His extensive experience in academia purchasing, systems and system design, change management, process improvement, project design, and project management makes John a valuable addition to the Financial Affairs team.

Welcome, John, to the University and Business Affairs!

Citation Donation Days 2016

Business Auxiliary Services (BAS), in partnership with the Student Government Association (SGA), is pleased to announce that our Citation Donation Days event was a success! Held April 11th – April 13th, Citation Donation Days allowed students to donate a pre-K through 5th grade book in exchange for a 50% price reduction on one outstanding citation. At the conclusion of the campaign, we donated a total of 96 books to the San Antonio Youth Literacy Book Buddies Program. To learn more about the Book Buddies program, please visit their website.

Spirit Award

Congratulations to Gilbert Perez, one of our Electricians at the Downtown Campus who was recently awarded with the Spring 2016 Downtown Campus Spirit Award. Gilbert has been with the Facilities family for 15 years, and is known for his great customer service, exceptional work and consistent “can-do” attitude. He serves both the Downtown Campus and the Institute for Texan Cultures. We are extremely fortunate to have such a dedicated, hard-working employee as Gilbert.


Business Affairs Promise

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