As we begin this New Year, I want to congratulate our division on the many achievements of 2016. During our division leadership retreat in December, we recognized the top ten accomplishments of each Business Affairs unit. It was impressive to see the many projects we have put our division’s and partners’ collective energy into and the wonderful success stories we have generated.

In this coming year, we’ll share these stories with the UTSA community as well as others in our respective fields.

Some of our units had a hard time paring down their list of accomplishments to just the top ten. That is a testament to the tremendous effort by the hundreds of Business Affairs employees who contributed to these achievements. You all played a vital role in helping Business Affairs deliver on our promise of helping our university colleagues and students achieve their goals through excellence in service.

As we applaud our progress in 2016, I look forward to the prospects of great things to come in 2017 too. One of my new year’s resolutions is to advance the important work of aligning Business Affairs’ strategic plans with Blueprint UTSA. I hope we will all remain committed to continue momentum toward achieving the university’s goals.

Throughout this edition, you can read about each division’s and some of your colleagues’ plans and resolutions. As the new year moves forward, I will personally focus on some goals that I likely share with many of you: to be healthier, happier, and wiser.

Happy New Year to you all!

Inspired to Greatness

I had the tremendous honor of attending UTSA’s first-ever bowl game on December 17 in Albuquerque. Like so many Roadrunners, I was truly proud to be cheering for a team of hard-working student-athletes who earned this prestigious bowl berth. They serve as an example for us to reach out and achieve greatness. We can take a page from Coach Frank Wilson’s playbook as we strive to continually improve our path toward success. I hope we are energized by using our Guiding Principles in delivering all our division’s services—every person, every day, every job.
New Year’s Resolutions 2017

Business Affairs 2017 Initiatives

Resolving to support Blueprint UTSA while adhering to our Guiding Principles, here are our division’s initiatives for the year ahead:

⇒ Build a customer-centric culture focusing on solutions.
⇒ Create processes that enhance efficiencies.
⇒ Seek inclusiveness in budget planning.
⇒ Ask for frequent stakeholder feedback.
⇒ Assess Facilities planning and project management services.
⇒ Create, maintain, and review key success metrics.
⇒ Assess contracting process and improve efficiency.
⇒ Assess admin functions to improve customer service.

Business Affairs 2017 Initiatives

Facilities

⇒ Roll out the new Facilities Construction Team (FCT) to help reduce construction costs and speed completion of small projects.
⇒ Complete the design and issue Notice to Proceed to construct new $95M Science and Engineering Building.
⇒ Complete design and issue Notice to Proceed to construct new $10M Engineering High Bay Facility.
⇒ Complete the Durango Conference Center and DTC Redevelopment Projects.
⇒ Roll out new Facilities website.
⇒ Construct new Tobin and Devine surface parking lots.
⇒ Complete the Monterey Building Loungerenovations for School of Architecture students.
⇒ Complete the design and construction of the Roadrunner Memorial Garden.
⇒ Complete Facilities Strategic Plan, integrated with Blueprint UTSA and VPBA strategic plans.
⇒ Develop and roll out Facilities “Day Two” Employee Orientation Program.

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

New Year’s Resolutions 2017

Campus Services

Civic Engagement
In partnership with the Center for Civic Engagement, Campus Services is working to potentially allow customers to use volunteer hours to pay parking citations. This rewards students for active involvement in the community while also offering a financial alternative to paying off their citations.

New Parking Lots
In response to the need for additional parking at the Main Campus, Campus Services is in the planning and design stage of creating additional parking lots. When complete, this project will provide approximately 400 additional student spaces.

Garage Solar Panels
Campus Services is working with the Office of Sustainability and Facilities to explore the possibility of adding solar panels to the Tobin Avenue Garage. Solar panels have the potential to create more energy than the facility consumes, allowing us to put energy back onto the grid in a net gain for UTSA.

Electronic Permits
We use our smartphones for everything—why not for parking? Campus Services is researching how to provide guests a more seamless parking experience through the use of electronic garage permits, similar to airline boarding pass technology.

Peer Council
Campus Services is working to establish a peer council of similar services, including auxiliary units at other UT system institutions and Texas schools. By drawing on the best practices of others and sharing our own, we as a group can better serve our respective institutions.

Business Contracts

Electronic Contract Routing—BCO will coordinate with campus user groups to refine Total Contracts Manager System (TCM).

New Website to Enhance User Friendliness—With your help, we’ll revamp our website in 2017. Contact BCO at businesscontracts@utsa.edu.

Increase Limit Requiring UT System Review and Approval.

Decentralized Signatures—determining which positions meet criteria for delegation of signature authority on low-risk contracts.

Review External Best Practices—BCO is formalizing a UT System Business Contracts Council to identify and implement best practices across UT System.

Balance Risk Assessment and Efficiency—BCO will refine contract risk tier categories.

PeopleSoft Support & Sustainment Center

Implement a post SPOC ticket survey.
Migrate the Kayako ticketing software to the cloud version.
Make accessible the majority of usable data feeds for Cognos Reporting Tool.
In partnership with UT SIS, initiate the 9.2 upgrade project.
In partnership with Financial Affairs, complete and roll out The Rowdy Exchange e-procurement project.
In partnership with Financial Affairs and HR, complete and roll out the ESS/MSS timesheet workflow project.
In partnership with HR, complete and roll out the eForms project.
In partnership with Financial Affairs, configure a working training database environment for Financial Services.
Re-engineer our departmental website to include more metrics and project statuses.
Complete cleanup of all KK assessment issues.
Create database and search capability for all our Reporting Inventory.
New Year’s Resolutions 2017

Human Resources

- Initiate a customer survey feature as part of the Ask HR ticketing system to solicit satisfaction feedback.
- Develop a management-training focus group to identify new training needed.
- Develop a management-training series “Hire to Retire” on all processes/information required for UTSA supervisors.
- Implement CBC Wizard to assist departments in selecting the correct criminal background check to submit based on employee type.
- Create and implement new automated performance evaluation form and process using focus groups. The new form will streamline the process and facilitate management awareness and review of all subordinate evaluations.

Financial Affairs

Customer Service:

- Implement PeopleSoft Certification Training Program for back-office staff to better serve campus community.
- Develop One-Stop User friendly Training Website to better serve our campus users of Financial Affairs services.
- Implement unified messaging.
- Train Financial Affairs staff on new customer service standards and report on key performance indicators.
- Fill much needed critical vacant positions and establish a more work-life balance for staff.

PeopleSoft Enhancements:

- Complete the PeopleSoft Budget Module (KK) Cleanup Project.
- Implement Budget Position Funding E-forms Project.
- Implement PeopleSoft Time Sheet Workflow.

Other Projects:

- Working with the Strategic Budget and Fiscal Sustainability Task Force, determine and begin implementing new budget model that is transparent, data driven, and incentivizes innovation and entrepreneurship.
- Develop and submit the Facilities and Administrative (F&A) Cost Proposal.
- Implement The Rowdy Exchange e-procurement system.
- Complete 1099, 1098T, 1042 and W-2 tax forms.
- Complete the TRS Higher Education Audit Program Development Project in partnership with Human Resources and TRS Internal Audit.

Public Safety

- Continue to create and maintain an open campus culture of safety and security where students, faculty and staff are free to learn and work in an environment where the perception and reality of safety is high and the threat of crimes or hazards are low.
- Continue Crime Reductions—Reduce crime against persons by 5% or more.
- Maintain high level of training and readiness response capability for police emergency response to active shooter or disaster events.
- Community Engagement & Crime Prevention—Continue community outreach events like Sexual Assault Awareness Month, Call to Action Day, National Night Out, Beaks-up / Speak-up, etc.
- Public Safety Advisory Committee—Utilize an advisory board composed of faculty, students and staff representing a broad spectrum of campus functions to provide community input and advise Public Safety on matters of safety and security of concern or interest to the UTSA community.

UTSA Strategic Budget and Fiscal Sustainability Task Force has established its website and email (budgettaskforce@utsa.edu), which is accepting suggestions and questions about the process. Financial Affairs AVP Lenora Chapman is chairing the group, and Kathy Funk-Baxter is one of the executive champions. Learn more about this important initiative, helping UTSA achieve the strategic goals in Blueprint UTSA.
Joseph LoBrutto is a sergeant with the UTSA Police Department. He was born and raised in West Palm Beach, Florida. After high school he joined the U.S. Air Force as a Security Policeman. He’s been to Japan, Montana, Saudi Arabia, and New Mexico. He earned an associate degree in Applied Science in Criminal Justice. After separating from the USAF, he attended the University of New Mexico and earned a Bachelor of Arts in University Studies with a concentration in Law Enforcement Studies. After moving to San Antonio, Joe joined the UTSAPD, where he has worked for 11 years. He has served as a police officer, patrol corporal, training sergeant, and is currently the day shift patrol sergeant. He is a police instructor for various courses and specializes in active-shooter response.

Joe organized several large-scale reality-based emergency-response training scenarios involving local, state, and federal law-enforcement agencies, the San Antonio Fire Department, and UTSA departments. He earned his Master of Arts in Community Counseling at UTSA. In 2012, Joe was hired as an adjunct instructor for the Advanced Law Enforcement Rapid Response Training Center. He travels across the nation teaching officers how to respond to active shooter events.

He enjoys working at UTSA and the positive interactions he has with students, faculty, and staff. Joe’s favorite moments are the times he spends with his wife and sons. Joe’s New Year’s resolution is to listen more and talk less as a leader, husband, and father.

KUDOS:

Sergeant Joseph LoBrutto traveled with the marching band to the Bowl game after working with the band all season. He takes such good care of this group...always having a watchful eye on our students, making us all feel very safe. He and his fellow police officer drove through the night and kept me informed on road conditions the entire way. Joe was always in contact with me about the safest approach to all situations. He was in planning meetings to make sure we had a way out if something went down during the game.

Joe is such an asset to the marching band. The entire season he kept me informed on everything, attended all of our staff meetings, made helpful suggestions on things we didn’t even think about, and took care of us all the time. We love traveling to every game—home or away—knowing Joe is taking care of us. He always has his team “in the know” about how the marching band does things, so there is never a problem even if he can’t be at a particular event.

We absolutely LOVE Joe—his friendship, the professional way he handles himself and the way he represents UTSA. To say thank you seems so inadequate, but THANK YOU!

Carol Rustowicz
Administrative Associate, COLFA

University Excellence Awards Program: Nominations through February

Recognize a colleague who lives up to Business Affairs’ Guiding Principles and makes success happen at UTSA. Nominations for the University Excellence Awards run through Feb. 28.

Learn more at www.utsa.edu/excellence-awards
Facilities

Introducing the Facilities Service Center

The Office of Facilities has established a Facilities Service Center to consolidate four of its primary customer service areas (Work Control, Customer Service, Communications, and Administration). The goal of this reorganization is to build synergy within Facilities Customer Services and to develop a multi-skilled team that can provide enhanced support to the university community. This consolidation is effective January 9, 2017, with the planned collocation of team members to a new workspace in the future.

The main function of the Facilities Service Center is to process all customer service requests for the Main, Downtown, and Hemisfair campuses. They are also the coordinating liaison between the UTSA Community and all Facilities departments. Other vital functions include publishing construction and maintenance notices and responding to customer concerns and inquiries. The Facilities Service Center team will bring together various Facilities customer service providers to consistently, efficiently, and personally assist customers with their facilities management needs.

According to Scott Reuter, Assistant Director of Facilities Customer Services, the Facilities Service Center does more than process service requests through Facilities’ iService Desk. “Our employees communicate with customers on a daily basis, schedule appointments for moves and deliveries, and arrange Facilities support for campus events. They also dispatch Facilities technicians for urgent and emergency work orders that deal with a wide range of issues. These include corrective maintenance, room temperature adjustments, housekeeping, and pest control. The team inputs data into the computerized maintenance management system, administers work order billing, provides reports to Facilities management, and responds to customer inquiries and concerns about myriad Facilities issues. They are truly the nerve center of the Facilities organization.”

For additional information concerning this reorganization or the support provided by the Facilities Service Center, please contact Scott Reuter at scott.reuter@utsa.edu, or visit http://facilities.utsa.edu.

Facilities Launches New Website for the New Year

Facilities is proud to announce the launch of its newly designed website, http://facilities.utsa.edu. The new layout is meant to improve support to the UTSA community by providing Facilities information in a user-friendly format and publishing important announcements and news about Facilities’ projects and maintenance operations.

The new website boasts the UTSA colors, is formatted for display on PCs, tablets, and mobile devices, and links customers directly to the Facilities iService Desk (the web-based tool for submitting service requests). For an optimal viewing experience, the website is best viewed by using Google Chrome, Mozilla Firefox, or Safari. For additional information, please contact Scott Reuter at scott.reuter@utsa.edu.

The Facilities’ website features an employee spotlight.

Employee Spotlight

Learn about one of the great people from our facilities team.

NAME
Greg Payar

POSITION
Groundskeeper II

YEARS AT UTSA
10

OFFICE
Grounds Maintenance

Greg works hard every day to ensure the landscape around the main entrance to UTSA looks beautiful and sets a positive first impression to our students and visitors. He also cares for the plants in the Facilities greenhouse and office spaces throughout campus. Greg is known for providing outstanding customer service with a big smile. A customer recently characterized him perfectly by saying “Greg is especially involved and passionate about his assignments. You can tell he takes a lot of pride in the care and look of his plants.” In addition to doing great things for UTSA, Greg loves to hike, travel, and record music, with
Rowdy Store Downtown

The Downtown Campus Bookstore is now the Rowdy Store Downtown. Previously located in the Buena Vista Building, the Rowdy Store Downtown recently relocated to the Frio Street Building (room 1.402, across from Starbucks) as part of an effort to expand offerings to the Downtown Campus community. The new retail space includes greater retail options, including UTSA spirit items, gifts, and snacks.

Elf Louise Toy Deliveries

Campus Services staff brought holiday cheer to San Antonio families just before the winter break. Members of the Campus Services Ambassadors volunteer group joined the Elf Louise Christmas Project on Sunday, December 18 to distribute toys to local children and families in need. Volunteers delivered gifts to children of all ages who were thrilled to see Santa and his helpers. Thank you to everyone who participated and made an impact in our community.

Repainting TAG’s Upper Level

In late December, Campus Services repainted the upper level of the Tobin Avenue Garage as part of an initiative to maintain fresh, clean, user-friendly lots. Parking garage and lot maintenance plays an important part in enhancing the campus experience as it ensures a seamless parking experience for the campus community and guests.

UTSA Dining Food Bank Donation

Ever wonder what UTSA Dining does with perishable food during extended campus closures, such as winter break? They put it to good use! Just in time for the holidays, UTSA Dining donated 528 pounds of assorted produce and groceries to the San Antonio Food Bank. All donations help fight hunger in Southwest Texas.

Learn more about the San Antonio Food Bank.

Sleeping In Made Easier by Campus Services

Positive reviews have begun pouring in for the new mobile GPS app for The ‘Runner. Read more.
Financial Affairs

UTSA Purchasing: At the HUB of Community Relations

UTSA’s Historically Underutilized Business (HUB) Office provides the maximum opportunity for HUBs and small businesses to compete for contracts and purchases. It targets minority-, women-, and disabled veteran-owned businesses. The HUB Office wants to increase the number and value of contracts awarded to HUBs and small business firms, create a fair and open competitive market, provide key business development trainings and improve community awareness of our HUB program.

Long ranked in the top 25 of Texas universities’ HUB programs, UTSA’s Purchasing Department upped its game in 2016. Bruce Williams joined Purchasing in February 2016 as HUB Manager and hit the ground running. He quickly conducted an assessment of our HUB Office, including an analysis of our compliance with legislation. Among his projects, he identified vendors who could become certified as HUBs. Bruce considers it both his job and his passion to develop these organizations. “It’s not enough to give them business,” he explained. “We want them to be sustainable…to be a part of this university for years to come.”

He points to UTSA’s Strategic Goal #3 and discusses the important role we have of enriching the communities we serve. His team has worked with UTSA’s Institute for Economic Development, which has helped nearly 5,000 businesses strengthen their processes. Bruce has conducted trainings and presented to a number of current and prospective HUBs. In 2016, Bruce delivered more than 35 presentations. “This is more than a job for me,” he said. “You have to have a heart, a passion for this…for giving back to the community.” Read more.

RowdyPay Rolls into the Spring Semester

The Fiscal Services Office reports tremendous progress in introducing RowdyPay as a way to simplify payments for tuition, fees, meals, and other services. “I’m very pleased with the roll out of RowdyPay, and our student comments are overwhelmingly positive,” explained Director of Financial Services & University Bursar Gary Lott, C.P.A.

Here are the statistics for October 16, 2016—when Rowdy Pay went live—through January 1, 2017.

- 7,284 students paid their balance with ACH (echeck) for $15,882,175.23
- 6,337 students paid their balance with credit card for $9,077,299.30
- 1,923 students who enrolled in the Spring Installment plan, using RowdyPay
- 283 authorized users (non-students) registered on RowdyPay.

Authorized users are parents or guardians who have been granted their own ID and password. “We have never had this capability at UTSA, and some students in the past had shared their ASAP password with their parents,” said Gary. “Many students didn’t want to do this, though, because their parent or guardian could take any action on their account, perhaps without their knowledge.” RowdyPay authorized users can only make payments or see balances depending on the access granted by the student, and they can see no other sensitive information.

RowdyPay Installment allows UTSA to collect electronic promissory notes from our students…a big upgrade from our previous system that required us to print promissory notes and mail them to enrolled students. Also, as students update their registration, the future installment payments are automatically adjusted.

RowdyPay offers benefits internally to UTSA as well, streamlining payment routing, thus saving us time and money.

In the year ahead, Fiscal Services hopes to add more users to the system and to build on the number of students who opt in for text messages, one of the team’s New Year’s resolutions.
UTSA's Rowdy New U Wellness Program will sponsor up to 50 entries for the 33rd annual UTSA Diploma Dash this year, held on February 25. Rowdy New U runners who participate in the 10k-A-Day program, sponsored by UT Living Well, will have their Diploma Dash entry fee waived.

Read more about UT Living Well 10k-A-Day
Read more about Diploma Dash
For further questions about Diploma Dash, email: alumni@utsa.edu

UTSA Dining makes it easy to stick to your New Year's resolutions. In addition to the Healthy for Life program at the Roadrunner Café, on-campus national brand restaurants offer great selections. Greens to Go is a deliciously healthy option with more than 10,800 customizable combinations of hand-crafted, made-to-order salads and wraps. Mooyah offers a black bean burger for vegetarians, a turkey burger for a leaner option, and a lettuce wrap for those looking to stay gluten-free or low-carb. Chick-fil-A has grilled chicken sandwiches and the Market Salad, while Subway—a great place to load up on vegetables and whole grain bread—provides Fresh Fit choices. If you're looking for a sit-down experience at a restaurant, Chili's Too has a fantastic selection of lunch combos, pairing Chili's favorites with a soup or salad. Nutritional information is available online through individual companies' websites.

Resolve to follow UTSAVPBA online & on social media

Facilities AVP Dave Riker's personal resolutions center around improving his health and fitness. He lists:

- Participate with my bride, Sylvia, in the 10K-a-day walking program
- Complete Cross-fit workouts five days per week
- Reach my target weight of 205 lbs. by December 31, 2017
Public Safety

Get Prepared, Stay Prepared

The UTSA Office of Emergency Management recommends a few basic emergency preparedness tips. This time of year is a great time to get everything in order so you and your family can be ready when seconds count! If you follow the simple measures outlined in this article, you'll be prepared to act when disaster strikes.

First things first: prepare an emergency kit for your home, car, and office/workplace. Include water/sports drink, snacks, medications, first-aid kit, important documents, clothes, flashlight, batteries, cell phone charger, and personal hygiene products. See a detailed list here.

Have a Plan

Second: develop an emergency plan in advance. This will assist you during an emergency and lessen the stress of figuring out what to do and who to contact. Include emergency contact information, phone numbers of emergency services, and important personal information for emergency responders (medical allergies, doctors, etc.). Visit www.texasprepares.org for help in creating your plan.

Third: stay informed! Know the hazards that surround you at all times, and learn about how you can respond to various types of emergencies. Listen to the news, monitor weather conditions, research local threats, and most importantly, share this information with your family, friends, and coworkers. Verify your contact information in the UTSA Alerts system (through ASAP) to ensure you receive text (or voice) and email messages during campus emergencies. Also, download the UTSA app, which has emergency information and phone number preprogrammed for you.

Together, we can build and sustain a safe campus community. For more information on emergency preparedness, visit the UTSA Campus Alerts website at www.alerts.utsa.edu. Have a question? Email us at BePrepared@utsa.edu or call the UTSA Office of Emergency Management at (210) 458-6851.

Santa Brought UTSAPD a New Bike

The latest addition to the Traffic Control Unit is a new 2016 BMW motorcycle. The new police motorcycle will be used for traffic control, traffic enforcement, and police escorts.

Hiring San Antonio’s Finest

UTSA police have hired three new police cadets—Edward Giron, Breshell York, and Matthew Steinort—who are attending the UT System Police Academy. We wish them great success in the academy and look forward to graduation on May 26, 2017.

USTAPD Trains on Reality Simulator

Starting on January 23, UTSA officers will attend specialized tactical training at the UT System Police Academy. They’ll use a computerized reality simulator with realistic scenarios where they’ll encounter armed criminals. They will need to correctly apply use of force tactics to neutralize the threat. This training will be invaluable in providing our officers with the very latest and best available training should they encounter an active shooter or an armed person who constitutes a threat.

Chief Gerald Lewis, Jr. passed the Texas Commission on Law Enforcement (TCOLE) state exam and received his law enforcement commission from the State of Texas. Chief Lewis was officially sworn in by the Director of UT System Police, Michael J. Heidingsfield, on December 16, 2016 at the UTSAPD Promotional Ceremony. He manages a police department that is accredited by two authorities: Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) and International Association of Campus Law Enforcement Administrators (IACLEA).

I Resolve To...

“My resolution is to continue personal and professional growth throughout 2017. Also, I’d like to stay on top of balancing work and school, but also make time for family and friends…and the gym!”

Lorenzo Sanchez, Director of Emergency Management
Annette Parker will become UTSA’s Executive Director of Strategic Initiatives for the Public Safety Department on January 17. Annette started her career in law enforcement in 1983 as a tele-communicator for the East Carolina University (ECU) Police Department. She later transitioned to various administrative positions within the department. She oversaw the implementation of camera technology and alarm systems on the ECU campus. She has supervised payroll and records, and most recently, managed Clery Act compliance, accreditation, and strategic planning.

Since retiring from ECU in October, Annette has enjoyed spending time with her father, gardening, traveling, and doing home improvements. She also enjoys reading, quilting, crafting, and being active in her church. Annette says she is ready to get back to work and looks forward to leading such functions as Clery Act compliance, Security Services, the Annual Security Report, and CALEA and IACLEA accreditation for UTSA.

Do you know the story of “Sniff” and “Scurry,” and “Hem” and “Haw”? These are the main characters from “Who Moved My Cheese,” which takes a clever look at work and life change; how we handle, accept, anticipate, monitor and adapt to it.

Sign up today for this engaging and interesting training: Who Moved My Cheese (SD 250) January 20 and 27
For details and to register, visit: www.training.utsa.edu

Hundreds of other training opportunities, both in classroom and online, are available for all UTSA employees—full and part time, faculty, staff and student employees. While most will help strengthen your professional skills and knowledge, some are aimed at helping you stay safe on and off campus. Check out all the Spring 2017 offerings at www.training.utsa.edu.

HR Donates to Roadrunner Pantry
Members of HR are among the staff, faculty, and students who have donated to the Roadrunner Pantry. They’re helping UTSA students in need, who can pick up as many as five food items per day. Learn more about the program, and how you can help, at www.utsa.edu/uc/roadrunnerpantry.
Wearing Orange to Cheer On Our Roadrunners!