In May we held our Annual Forum for Business Affairs, where we played a game. Two groups had to guess the top five most popular ways to also say “YES.” The answers were "Sure," "Si," "Yeah," "Uh-huh," and "OK." “Uh-huh” was the one that caught me off guard; I had not considered it a way to respond in the affirmative.

I thought this month's newsletter might be a good time to reflect on the word “YES,” since October is the month we celebrate "Customer Service Week." Of course, as our colleagues in Facilities remind us, every week is Customer Service Week.

I hope we always look for opportunities to say “YES (or Uh-huh), we can do that!” and demonstrate our enthusiasm and expertise when our campus partners reach out to us for help. Not all answers we have for our customers easily start with "Si," but it’s essential that we work to find successful solutions.

Our Training and Development office provides numerous opportunities for our employees to receive customer service training. Our Financial Affairs team is bringing dramatic changes to how students can view and pay their bills, including paying now with Visa cards. Purchasing is advancing efforts to bring our customers new ways to procure goods and services and make "Sure" they can do it like they're shopping on Amazon.

We are making our travel processes more streamlined. Soon we will be able to tell our clients "OK, your travel document is done processing and payment is completed." Surplus Property Department is saying “Absolutely” to redistributing items from one office to another, as needs change. Campus Dining staff will now say “Yep” if fans of pumpkin-spice-flavored drinks and bread—like me—ask for them at JPL's newly remodeled eateries. And Campus Services' new Rowdy Curbside food truck workers are “Sure” to offer a crowd-pleasing, rotating menu to tantalize customers’ taste buds.

So "Yeah" we are changing to improve customer service in October and year-round. Kudos to all in Business Affairs for focusing on “Yes”!

Let’s be sure to acknowledge and thank our colleagues when they provide excellent customer service and live our Guiding Principles.
Spotlight on...  
Georgina A. Anguiano Elliott, MBA, PHR, SHRM-CP

Georgina Elliott was born in Germany—like others in Business Affairs she was a military brat. She was raised in Killeen, Texas from age 7. She graduated with a BBA from Baylor University and an MBA from Our Lady of the Lake. Georgina started her career as a HR Specialist I at UTHSCSA HR Benefit’s office. In 2010, she transferred to UTSA’s HR department as Benefits Manager. She has more than 18 years of UT System service.

Georgina earned her PHR (Professional in Human Resources) in 2010 and her SHRM-CP (Certified Professional) in 2015.

Mother of two beautiful daughters, Georgina enjoys spending time with and supporting her family. She attends church activities, basketball games, swimming events and school functions. She also enjoys volunteering, serving on Fernandez Elementary PTA Board and as a committee member for the Annual South Texas Human Resources Symposium.

Here at UTSA, Georgina has been one of three chairs of the State Employee Charitable Campaign (SECC) for the past five years. She has a passion for giving and assisting others. She joined the SECC President’s Advisory Committee (PAC) in 2010. She is proud that UTSA employees have consistently given more than $190,000 to our community. Georgina will receive a Roadrunner meal card for the Roadrunner Café. Thanks to UTSA Dining for its support!

Ready to Help!

That’s what Business Affairs does! We help our campus community in many ways…every person, every day, every job. Now it’s time to reach others who need a leg up.

The State Employee Charitable Campaign (SECC) is the workplace giving campaign for State of Texas employees, including UTSA. It’s an easy, effective, and efficient way to give to charities addressing a wide variety of vital services. You can support your organizations with a one-time gift deduction. You can also participate “like” the UTSA SECC Facebook in the department piggy bank. All donations will help UTSA reach its overall goal of 65% participation and of raising $195,000.

Business Affairs, let’s beat the overall UTSA goal!

UTSA’s SECC campaign runs Oct. 3 to Nov. 4. Attend an informational meeting or speak with your department’s SECC representative listed here. Not only are you doing the right thing (which is one of our Guiding Principles), your gift is tax deductible. By helping others, you’re reducing your taxes.

For more information about UTSA’s SECC campaign, please visit utsa.edu/secc. Watch the SECC video, featuring Justin Bingham (right) of the Financial Aid Office.

Read here how Business Affairs is helping UTSA exceed our SECC goals.
Fire Prevention Week—October 9-15

The Fire Prevention Office in Environmental Health, Safety, and Risk Management knows you are ready to give your best for our students when you are at work…to keep them safe, happy, and healthy. Be sure to have that same level of readiness for your family at home. This year, commit to some simple home fire prevention and response actions:

- Check your smoke detectors, and replace them if they are more than 10 years old. **Why?** The smoke sensor in the detector gets less sensitive with age and accumulates dust. To keep residues from the electronics out of the landfill, return your old smoke detectors to the hardware store or manufacturer.
- Have an exit strategy. Know two ways out from everywhere you live, work, and play. **Why?** If a hazard blocks one of the ways out of your home, workplace, or event venue, you still have a chance to exit.
- Set up shared meeting places with several of your neighbors. **Why?** Once you are out of your house, you will need a safe place to stay until the emergency passes. Leaving kids and pets with trusted neighbors will let you focus on recovery without having to worry about them as much.

If you or your work team are interested in EHSRM’s Fire Safety in Home and Office training, we will come to you. Call Fire Marshal John DeLaHunt at x4420 for more information. See more fire safety and smoke alarm tips.

Helping End Violence

Business Affairs is supporting Take Back the Night, Tuesday, Oct. 25, from 7-8:30 p.m. at the Sombrilla. UTSA Police Chief Gerald Lewis (r) will speak on steps that students and other members of the campus community can take to end sexual, relationship, and domestic violence.

The event, sponsored by the UTSA Women’s Studies Institute, begins at 6:00 with banner making, followed by a march, presentations, and poetry reading. Learn more.

National Night Out

The UTSA Police Department hosted its 7th annual National Night Out event on Oct. 4 at University Oaks Phase III and Chaparral Village from 6-8 p.m. Events were aimed at encouraging community members to come together and build relationships with each other and with the police to make neighborhoods safer.

The evening featured local vendors, free snacks, cool giveaways, and a raffle with great prizes. TxDOT was there to raise awareness about and to reduce distracted and impaired driving.

Still haven’t taken the Campus Carry class? Sign up today!
Ensuring Campus Safety...and Leadership

2016 Annual Security and Fire Report: Notice of Availability

The federal Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act, generally referred to as the Clery Act, requires that this information be distributed to UTSA students, faculty and staff. The report is provided by the UTSA Police Department. The report provides details of procedures, practices and programs the university uses to keep students, faculty, and its facilities safe and secure.

The report also includes details on crime reporting, campus security, law enforcement policy, security awareness programs, crime prevention programs, drugs and alcohol policy, sexual offender policy, sexual offender registration policy and weapons-on-campus policy.

Additionally, federal law requires colleges and universities that maintain on-campus housing to compile fire data, report the data to the federal government and publish an annual fire safety report that gives students, parents and the public current information about fires in on-campus housing. This information is included in the Annual Security and Fire Report. Read the report online or contact the UTSA PD Clery Coordinator at 210-458-4417 for a free hard copy.

BA Staffers Strengthen Leadership Skills

Leadership UTSA provides personal and professional development to promising staff and faculty members, helping them understand leadership principles and build knowledge and skills to apply in their current and future positions. During this year-long program, selected participants learn what leadership entails and how they personally can contribute to achieving UTSA’s vision to become a premier research university.

The new class includes Denise Moore of HR, Mark Parnin of Facilities (r), and Stephanie Schoenborn of the Police Department (l). Hillary Klingman of Campus Services, a program graduate, is serving as a member of the leadership team this year and next.

The first meeting of the 2016 cohort was Sept 23. “The program participants had a reading assignment, Watership Down by Richard Adams, over the summer in preparation our first meeting,” said Denise. “We discussed the various leadership roles, values, and styles found in the book. The book will continue to be one of our leadership lenses used throughout the course.”

Program objectives include exploring various leadership styles, evaluating their own leadership styles, and strengthening their UTSA networks. The team will have an all-day meeting once each month through April. In January participants will be assigned a UTSA mentor and will spend 20-25 hours over the course of the program to meet with and job shadow their mentors.

“As a first-year participant in Leadership UTSA last year, the opportunities for personal and professional development were astounding,” said Hillary (l). “Every month featured a new leadership topic, with each of us responsible for teaching to our fellow participants during the course of the year. The opportunity to share ideas, challenges and potential solutions with fellow employees whose interests lie in the greater good of the university and the students we serve, was invaluable. I am grateful and honored to have been invited to return as a facilitator to assist the newest cohorts in the journey ahead. I look forward to another year of personal growth while fulfilling this new role.”

Congrats to our Leadership UTSA participants for actively living the UTSA Strategic Plan and Business Affairs’ Guiding Principles.

UTSA Tests Giant Voice at Main & Downtown Campuses

On September 21, the UTSA Office of Emergency Management conducted a test of the Giant Voice emergency notification system, which is necessary to ensure full readiness of campus warning systems. Buildings equipped with the system, as well as all siren towers, were included in the test on the Main Campus. These regularly scheduled tests provide an opportunity for our community to be aware of the system while allowing for maintenance of the technical infrastructure. Another test was conducted on October 6 at the Downtown Campus.

For more info, visit the Campus Alerts website at www.alert.utsa.edu or email BePrepared@utsa.edu.
Now students can handle their bills quickly and easily with RowdyPay, a new way to pay and view accounts using a detailed, web-based format. They can log in to the UTSA app or https://asap.utsa.edu and set up authorized users to make payments, store online payment profiles, access real-time account balances and account activity, and schedule installment payments. They can use bank checking accounts or Visa, Mastercard, AMEX, or Discover cards.

Students can give parents, grandparents, or any third party access to make payments to their account. Logging in from computers or mobile device, other payers will have their own username and password, and the student controls their level of access. RowdyPay stores payment profiles for all users—including bank and account info—for fast, error-free payment. And students can print statements at any time so they don’t need to go to Fiscal Services to request a printed statement.

RowdyPay is on the way, launching October 31. Learn more from Fiscal Services and http://bit.ly/2ctGgEQ
Focus on Customer Service

Customer Service Week 2016

Campus Services appreciates you!

For Customer Service Week 2016, Campus Services provided customer appreciation events in all service areas:
- Parking, The 'Runner, UTSA Dining, Vending, UTSA Card, and the Rowdy Campus Store.

From discounts at popular dining locations to parking scavenger hunts for a free FastPass, there was something for everyone. Learn more about Campus Services' Customer Service Week events.

As members of Financial Affairs, it's not always easy to see the immediate impact our work has on the campus community, especially our students. But during a recent collaborative effort between the College of Public Policy, Department of Criminal Justice and Financial Services-Surplus Property Department we had an excellent opportunity to realize the impact our improved business processes and excellent service can have to create positive change on campus. Reduce, Reuse, Recycle is a prime example of how Business Affairs partnerships make a vital difference.

At the beginning of the semester, Jennifer Latta (College of Public Policy, Department of Criminal Justice) reached out to Erasmo Garza (Surplus Property Dept.) to furnish a new student computing lab. The ensuing collaboration resulted in a new student computing lab at UTSA's Downtown Campus (Frio Street Building, Room 3.424). The lab was furnished with items that were surplus to one department's needs.

The new lab is just one example of how the Surplus Property Department partners with the UTSA campus community to support critical initiatives and to improve the learning environment for our students.

Visit the Surplus Property Department's warehouse or www.e-surplus.com to support our efforts to Reduce, Reuse, and Recycle here at UTSA. And remember, there is no charge for items redistributed from the Financial Affairs, Surplus Property Department.

PeopleSoft—PSSC Spotlight

The PSSC team posted its latest Spotlight, featuring information about the rollout of PeopleSoft workflow for Travel Authorizations, Expense Reports, and Cash Advances. The newsletter guides users about browser selection and updating settings for improved PeopleSoft compatibility. It includes steps for improving Excel downloads from PeopleSoft. It also introduces “Query Corner,” offering helpful queries to users retrieving pertinent information at a detail level. Read it here.

Surplus Success Story...by the Numbers

Surplus Computers Transferred to Texas Dept. of Criminal Justice:
- 2015: 1096
- 2016: 5734

Surplus Property Redistributed:
- 2015: 200 Items
- 2016: 962 Items

Estimated Savings:
- 2015: $27,774
- 2016: $134,128.15

442 On-Line Competitive Bid Auction Lots
Net to UTSA: $138,568.04

2016 Total Savings from Surplus Program: $272,700

See what Business Affairs was up to for Customer Service Week

Living up to BA's Guiding Principles
Health & Fitness

Flu Shots: Mark Your Calendar, Roll up Your Sleeve...and Help Others

Rowdy New U program will offer flu shot clinics this month. There is no cost for UT Select BCBS members who have their insurance card and driver’s license. There is a $20 charge for people without insurance.

Main campus—Tuesday, October 25, 9 a.m. to 2 p.m. and Wednesday, October 26 from 2 to 5:30 p.m.
Rec Wellness Center, Texas/San Antonio Room (RWC 2.214/2.218)

Downtown—Thursday, October 27, 9 a.m. to 2 p.m., Buena Vista Building, Meeting Assembly Room (BV 1.388)

Along with your gumption, please bring gently used women’s and children’s clothing to be donated to San Antonio’s Battered Women’s and Children’s Center in support of Domestic Violence Awareness Month.

Learn more.

Power Walk to the Rowdy Wellness Health Fair

UTSA’s Wellness Committee is hosting the 5th annual health and wellness fair on November 9, 2016. All Roadrunners are invited to attend screenings, wellness activities, and educational seminars. Faculty, staff, and students are encouraged to learn about the importance of early detection, health maintenance, stress reduction, and staying fit.

Sombrilla
Wed., November 9
10 a.m. – 2 p.m.

Presentations hosted by Rowdy New U
11 a.m.-12:15 p.m.: Foam Rolling Class, Powered by Airrosti
12:30 -1:45 p.m.: Practical Nutrition, Powered by HEB

For more information, email: wellness@utsa.edu

Almost Halfway Through Walktober

Lace up your walking shoes and hit the trail during Walktober, a UT System Physical Activity Challenge. We’re helping deliver the Traveling Trophy for UTSA while earning a drawstring backpack and a UT System Holiday Cookbook.

What is Walktober? 31-day walking challenge designed to inspire everyone to make walking a priority—in October and beyond.

WALKTOBER

Who is participating? Nearly 100 BA employees are doing our part to get in shape and win the trophy. Financial Affairs is on top with 60 participants.

How does it work? Participants track their steps or minutes, aiming for 6,000-10,000 steps or 30-60 minutes a day. Activity is being tracked via the challenge platform, Walktober mobile app, or using a fitness tracker or wearable.

Learn more here or visit UTLivingWell.

Join BA walkers, Rowdy, and Nate & Nick of Move.Fit.Live on Thurs, Oct 20 at 5:30 p.m. in the courtyard behind NPB
FLSA Update

The HR team is proceeding with its plans to implement changes to the Fair Labor Standards Act. These federal guidelines impact some employees’ exemption status and their eligibility to receive overtime. Employees who will be impacted by the change will be notified in mid-October and will be required to enroll in classes being developed and presented by HR by November 15.

The following individuals will be required to attend training:
- Supervisors of impacted employees (training under way);
- Employees whose status has changed (starting Oct. 30); and
- Timekeepers who have never recorded time for non-exempt employees.

If you are affected, please visit http://www.training.utsa.edu to register for training. Read more

Holiday Schedules: Time to Plan

The winter holiday season will be here before you know it. HR recommends that all managers have their employees submit their vacation requests starting now to determine departmental coverage for the Thanksgiving and Winter 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.

EAP is Available On Site, Online, and By Phone

Most employees experience periods in their lives they find stressful or overwhelming. You may at times feel depressed or anxious from work, family, legal, financial, or health-related problems. Deer Oaks’ Employee Assistance Program’s services can help.

For real-time phone counseling or to schedule an onsite counseling appointment at the Main (1604) or the Downtown campuses, please contact Deer Oaks at 1-866-EAP(327)-2400. You can also download the iConnectYou app from the iTunes Store or Google Play to instantly connect with professionals for emotional support. Use your e-mail address and Registration Code 52276 to sign up.

Get more info at the Employee Relations website or at www.deeroakseap.com (password and username: utsa)
Facilities

UC Chili’s Too Patio Lighting

Summer is one of the busiest times of the year for Facilities, and this past summer was no exception. Thanks to the hard work of the Facilities Capital Projects team, the UC Chili’s Too patio lighting project was completed in time for the start of the fall semester.

The project included the installation of six painted steel columns that support a series of nine cables of high efficiency LED bulbs that surround the patio. According to Robert Espinoza, Director of Capital Projects, “the goal was to create an intimate evening space that livens up the atmosphere near the UC and is sure to become the hidden gem of the campus.”

This welcoming retreat is expected to draw students to the patio and bring extra evening life and light to the area. With a convenient location to other food venues, it is certain to become a campus hot spot for evening study groups, friends to meet, and students to unwind after class.

Facilities Nominated for SA Tomorrow Sustainability Awards

The Office of Facilities is proud to announce their nomination for the SA Tomorrow Sustainability Awards. The award honors solar, new commercial and residential construction and retrofit projects that address the three pillars of sustainability—social, economic, and environmental.

Projects submitted for award consideration include the installation of solar panels at the Main and Downtown campuses, energy efficient lighting and low-flow urinal retrofits, replacement of natural grass fields with synthetic turf, and the use of alternative-fuel vehicles. Other initiatives include participation in CPS Energy’s Demand Response Program, smart growth consideration in the Campus Master Plan, cooling coil condensate reclamation at the Sombrilla and AET, and the recent construction of the Monarch Butterfly Garden.

In addition to highlighting Facilities’ sustainability efforts, these projects have saved UTSA approximately $740,000 annually and have reduced the university’s CO2 emissions by 7,900 tons: a reduction equivalent to removing 1,365 cars off San Antonio streets or planting 416,600 trees. UTSA’s past conservation efforts have resulted in the university receiving nearly 1.5 million dollars in rebates from CPS Energy and SAWS. Winners of the SA Tomorrow Sustainability Awards will be announced at the Sustainability Summit on Tuesday, November 1, 2016 at the Henry B. González Convention Center.

Informing Voters

Business Affairs partnered to provide area voters with information about the upcoming election. We supported the Candidate Forum on October 5 at the UTSA Downtown Campus, which was sponsored by the League of Women Voters and UTSA’s College of Public Policy (COPP). More than 120 residents listened to the positions of local candidates for civil and criminal court judges and Bexar County Sheriff.

Michelle Skidmore, Sr. Communications Specialist for COPP, explained how BA played a role in the success of the event. “In preparation for the League of Women Voters Candidate Forum at the UTSA Downtown Campus, we coordinated with Campus Services’ parking office to secure Lot D-3 for our guests. When the event is free and open to the public, we are happy that Lot D-3 can be used to accommodate the community’s parking needs at no cost. Facilities did an exceptional job in setting up an information table for voters and setting up tables and chairs for the candidates in the Aula Canaria Lecture Hall, so that all candidates could present their positions on vital issues in a panel format.”

“We appreciate the efforts of Business Affairs to facilitate these important events for the San Antonio community,” Michelle continued. “Both Parking and Facilities have always provided great customer service.

The support departments play a valuable role in the success of our events. We recently hosted the International Conference on Aging. They worked so diligently with me to ensure the amenities were well received by the conference guests.”

Michelle Skidmore
Senior Communications Specialist, COPP
Crunchy, Creamy...

768 Pounds of Peanut Butter

UTSA Campus Services’ second annual Peanut Butter Parking Campaign was a resounding success. Over the course of three weeks at the start of the Fall 2016 semester, Campus Services and the Student Government Association (SGA) collected 768 pounds of peanut butter and saved students over $9200 in parking citations.

Here’s how it worked. The Peanut Butter Parking Campaign allowed customers to pay citations for Parking Without a Permit and Parking Without a Proper Permit issued between August 29th and September 2nd with a donation of peanut butter. Campus Services accepted peanut butter payment for eligible citations within 14 days of the date of citation issuance. Peanut Butter payment was valid for one citation per customer. Read full details online.

A common question during the campaign was “why peanut butter?” The answer is simple: peanut butter is consistently one of the items food banks want most, due to its long shelf life, high levels of protein, and popularity among customers. With a recommended serving size of two tablespoons, or roughly one ounce per sandwich, a 40-ounce jar of peanut butter provides dozens of meals for families in need.

In addition to serving as an excellent way to benefit the local community, Campus Services uses the Peanut Butter Parking Campaign as a way to educate students about on-campus parking policies. During the first week of classes, students receive warning cards rather than citations, followed by the Peanut Butter Parking Campaign in the second week of the semester. Paying with peanut butter offers students leniency for common parking citations, while Campus Services staff discuss reasons behind the citation with the students to ensure they know how to park correctly in the future.

At the end of the campaign, Campus Services staff delivered the peanut butter donations to the San Antonio Food Bank. With a mission to fight hunger in Southwest Texas, the San Antonio Food Bank provides food and grocery products to more than 530 partner agencies in 16 counties. In the 2015 fiscal year, they provided nearly 62 million pounds of food to those in need. Learn more about their efforts by visiting the San Antonio Food Bank online. Campus Services appreciates all participants in this year’s efforts and looks forward to another success with the third annual Peanut Butter Parking Campaign in 2017.

Campus Services Makes New Temporary Remote Parking Option Available for Students

Campus Services added 450 temporary remote parking spaces with shuttle service at UTSA’s Park West complex. Service began Sept. 21 and operates Monday through Thursday with the first departure from Park West at 10 a.m. and the last departure from the Campus Oval at 5 p.m. Service to Park West will continue pending student use and the availability of parking spaces during peak times on campus. Read more

Ford Lot Offers Shelter From the Storm

Campus Services completed construction of a bus shelter at the Ford Lot shuttle stop earlier this year—the final stop in the system to be covered. Students waiting for shuttles servicing routes 20 and 22 now have some protection against the elements as we head into the cooler months. The ‘Runner provides nearly 4,000 rides from this location daily.