It was as we had hoped: just the two of us, beautiful weather, great food, a fun July 4th, and relaxation. Thus was Brenda’s and my recent vacation to Coronado Island, across the bay from San Diego. Actually, it wasn’t JUST the two of us, but we didn’t know the other hundreds of vacationers, so as far as we were concerned, it really was -- JUST the two of us. Our ‘getaway’ reminded me of how important **renewal** is to our busy lives and in particular, to our work life.

Life is hard; hence, so are our jobs! No matter how much you enjoy your job, it’s demanding, tiring and sometimes outright overwhelming. I was appreciative of my time away and returned with a renewed excitement about what we were accomplishing at UTSA, and began to think of other ways, besides retreating to the beach, that I get **renewed** while at work. Here are a couple of thoughts on how to get renewed on the job.

**Friendships:** No surprise, but I’m an introvert. Making friends, especially at work, does not come as naturally to me as it does to Brenda. However, the friends I am surrounded by in my small office everyday, along with the couple of faculty who join me for lunch on a regular basis have proven to be a source of energy, inspiration and encouragement, like a life preserver in the midst of turbulent waters. If you have a few of those close colleague-friends, good for you; you know what I’m talking about. If you don’t, be proactive; begin cultivating one or two friendships. You will be renewed for the experience - and so will they.

**Show appreciation, and if you’re fortunate, receive some:** I don’t know about you, but sending a note of thanks or ‘job well done’ to someone not expecting it makes me feel good. We all know how seldom and sporadic words of appreciation can be. Take the initiative and act on as many opportunities as you can to ‘make someone else’s day.’ It may be a thumbs up, a pat on the back, an email, a word of thanks and encouragement, or hand written note – it doesn’t matter. Tell someone how much you appreciate them. It’ll renew you - and them.

Renewal is a necessity; you can’t have excellence without it. And we can’t afford to wait on a vacation; in fact, ‘vacations’ can be exhausting! By all means, take your vacations, but there are many other ways to get renewed, including our faith, family, and having fun (recreation/hobbies). I’m excited about the new academic year. We, once again, have the opportunity to make a difference in someone’s life. Make a difference in your own – get renewed in the workplace by being a friend and showing appreciation.

- **Kerry**

**Calendar**

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Louis Brown was born in Lynwood, California to Gladys and James Brown, but was raised in San Antonio. He is the father of two teenagers, Jonathan, 18, and Valencia, 17. Louis and his wife, Adriana, have been married for two years, and as a family they all enjoy roller skating, traveling, eating out and Six Flags.

Louis has been employed at UTSA for 15 years as a maintenance worker in the Preventive Maintenance Department.

Prior to working at UTSA, Louis spent nine years traveling the world in the Navy performing one of the toughest jobs on board ship as a boiler tech.

"I really enjoy working here at UTSA and I have learned a lot from my coworkers. I have also made a lot of friends. I’d like to thank the guys in all the shops: Electrical, Maintenance, Plumbing, Carpenter, Grounds, Operations and ITC for their help. The knowledge they’ve passed on to me helps me to do a better job. I’d also like to thank the people in Business Affairs for inviting me to be in the spotlight. I feel so honored."

Louis, it’s our honor and privilege to have you on the Business Affairs Team!

Lenora comes to us with over 22 years in various higher education financial roles at Trinity University and most recently at the Alamo Community College District as Treasurer. We hope to leverage her strong background in accounting, budgeting, finance and management and proven record of increasing operational efficiencies to better serve students, faculty and staff.

Lenora has a BBA in Accounting from Texas Tech University and is a licensed Certified Public Accountant. Please welcome Lenora to our staff.

On June 28, 2007, Lane Brinson joined UTSA as Purchasing Manager. Lane has sixteen years of experience in private and governmental purchasing roles. He joins us from the City of San Antonio where he served as a Senior Buyer.

In his role as Purchasing Manager, Lane supervises the buying staff, manages bid processes and provides strategic planning for the Purchasing Department. Lane has a Bachelor of Business Administration from San Angelo State University and is currently pursuing Certified Purchasing Manager certification from the Institute for Supply Management. Please join us in welcoming Lane Brinson to Purchasing and Distribution Services!
During the month of July 2007, benefits eligible employees and retiree’s can make online benefit changes using UT-TOUCH. All benefit changes made during the month of July will be effective September 1, 2007. Review your UT Touch coverage option letter, which provides you with details regarding your current coverage, available coverage and resources to learn more about the plans. Specific details regarding each of the UT sponsored benefits plans is available for review in the Group Benefits Handbook for Employees and the Group Benefits Handbook for Retired Employees at http://www.utsa.edu/hr/Benefits/index.cfm

Certified Health Physicist—Dr. Jim Lewis

In November 2006, Dr. Jim Lewis of the Office of Environmental Health, Safety and Risk Management received very good news indeed! Jim was one of 48 (out of 111) candidates to pass Part II of the American Board of Health Physics (ABHP) certification exam to become a Certified Health Physicist (CHP). That means there was obviously a part I which Dr. Lewis passed. He passed that milestone in 2005. From the ABHP Website, "Certification indicates that the recipient has completed certain requirements of study and professional experience, which the Board considers to constitute an adequate foundation in health physics, and has passed an examination designed to test competence in this field." Those requirements include a minimum of a bachelor’s degree from an accredited college or university in a related field, plus 6 years of responsible professional experience.

Jim becomes the 4th member of UT System to gain this prestigious CHP certification. Please join us in congratulating Jim in his achievement.

Annual Benefits Enrollment for the 2007-2008 Plan Year - 7/1—7/31/07

We encourage you to attend an Annual Enrollment Meeting. To register click here to logon with your UT EID. Final day for Annual Benefits Enrollment is July 31, 2007. Note: if you must meet with a Benefits Representative, please call 458-4648 and make an appointment to ensure availability.

Facilities, Director of Operations & Maintenance

The Office of Facilities is pleased to announce the hiring of Joseph (Joe) Martin, P.E. as the new Director of Operations and Maintenance. Joe was selected from a very competitive field of 56 applicants, and brings a wealth of experience to his new position.

Joe has spent more than 29 years in public facility maintenance and the building construction industry. He spent the last 12 years with the Northside Independent School District, where he served as Construction Project Manager for three years, Director of Maintenance and Operations for three years and most recently, Director of the Engineering Services Department for the past six years.

Joe holds a Bachelor of Science Degree in Electrical Engineering from The University of Texas at Austin, and a Masters Degree in Management from Incarnate Word University. He is also a registered professional engineer (P.E.) and a member of both the National and Texas Societies of Professional Engineers.

Joe began the next phase of his career with the Office of Facilities on June 4th. He is excited and anxious to assist the Office of Facilities as we continue our quest for excellence in facilities management services.

Facilities would also like to thank Carlos Alonso for his exceptional performance while serving as interim Director of Operations and Maintenance since October 2006. According to Dave Riker, Associate Vice President for Facilities, "Carlos has done a superb job as interim director while continuing to serve as Maintenance Manager. I feel fortunate to work with an outstanding maintenance professional like Carlos, and appreciate all he has done to move the Department forward over the past seven months."

Join us in welcoming Joe Martin to Business Affairs!
Donovan Agans has been selected as the UTSA Police Department’s Director of Business Continuity and Emergency Management Office. Donovan has been in the United States Air Force for the past six years. His duties included coordinating the United States Air Force efforts to assist with the September 11, 2001 terrorist attacks on the World Trade Center and the United States Pentagon. At the time of the attacks, Donovan was stationed at McGuire Air Force Base in New Jersey, which was the closest Air Force installation to New York City. McGuire Air Force Base became the hub for rescue, relief and response efforts for the Air Force. This support effort became one of the largest Emergency Management efforts in the United States Air Force’s history.

In addition, Donovan has trained or has been responsible for Weapons of Mass Destruction training of more than 75,000 service men and women. He has developed, coordinated and participated in large scale emergency preparedness scenarios.

He has also assisted in coordinating the Air Force’s reception support for service men and women in the event of a hurricane on the Texas coast.

Donovan has been stationed at Charleston, South Carolina, Kunsan Air Base, Korea and Lackland Air Force Base.

Donovan has a Bachelor Degree in Art History with a minor in Political Science and Anthropology from Northeastern State University in Tahlequah, Oklahoma. He and his wife, Janice, have a three year old daughter, Emily. The Agans’ have family roots in San Antonio and Donovan said, “I am very much looking forward to joining Business Affairs and welcome the challenge of this position and am very excited to be working for UTSA as it becomes a premier research university.”

Chief David Hernandez said, “Donovan competed against some very qualified candidates and proved to have the character and qualifications that will help us develop a great Business Continuity and Emergency Management Office.”

Please join us in welcoming Donovan to Business Affairs and UTSA.

The results of the recent Business Affairs Survey of Organizational Excellence revealed some interesting details. One is that our organization is improving. I say improving instead of has improved because has improved sounds past tense. It sounds like we made some efforts, succeeded and are done. I believe that we cannot stop improving. We must learn to operate in a state of continuous improvement.

Each of us must continue to seek ways to do things better and do better things.

Look around Business Affairs and you’ll see people doing excellent work. This is why Business Affairs has the Celebrating Excellence Program, to recognize those individuals doing their job in an outstanding manner. So, when you know of or see someone doing a great job, take a couple of minutes and either go through your division recognition program or go to the Business Affairs website, www.utsa.edu/bussvc, click on the Celebrating Excellence logo and nominate them. They deserve the recognition and you’ll feel good doing it.
The University Values, as developed by the Strategic Planning Team, consist of the following:

- **Collaboration**
- **Excellence**
- **Inclusiveness**
- **Innovation**
- **Integrity**
- **Respect**

Recently, the Training and Development Department conducted 6 meetings with 117 employees participating. They provided ideas on how to market and communicate the values along with definitions and behaviors that demonstrate the values. Two values will be highlighted in each of the next three newsletters.

### INTEGRITY

Josie Dickerson, Employee Relations Representative, shared this story with us and we couldn’t think of a better example that demonstrates the Integrity Value! Recently, Jose G. Amaro, Building Attendant I, found a blazer in a men’s restroom on campus. In the pocket, he found a wallet, credit cards and a large amount of cash. Jose, a 13.5 year employee of the University told Josie that he was compelled to turn it in since, “It was not my money and it was the right thing to do.” He also relayed that he finds things all the time and turns them in. He was proud of the letter of thanks and 2 tickets to Sea World that he received from the owner of the blazer.

CONGRATULATIONS, JOSE, FOR MODELING INTEGRITY!

### COLLABORATION

The participants of the values meetings defined COLLABORATION as:

- Standing, working and thinking together – teamwork
- Melding individual skills
- Valuing each other’s talents and strengths
- Achieving consensus

Construction Co. is renovating approximately 6,200 sq/ft in the MS for Admissions which will relocate from JPL. An additional 2,000 sq/ft. in the MS will be renovated for Orientation and Transition Services. They will move from the University Center. UTSA’s Visitors Center will also move to the MS from the Business Building. All three renovated areas, part of a comprehensive plan to centralize student services on the 1604 campus, provide increased floor space and will be accessible from the Sombrilla and MS second floor breezeway. Construction is scheduled to be completed by the end of 2007. Students, faculty and staff are encouraged to use caution in the MS Building and should avoid the construction sites.

**Roadrunner Café Addition**

Construction on a 7,000 square foot addition to the Roadrunner Café will begin in August. The café expansion will add a third dining area, additional serving space, food services storage, and additional restrooms. The project is scheduled to be completed prior to the beginning of Fall Semester 2008 to coincide with the completion of the Laurel Village student housing project.

**Multidisciplinary Studies Building Renovation**

Renovations on the second floor of the Multidisciplinary Studies Building (MS) began in April 2007. David & David

**This Month in History** brought to you by ITC Courier

**July 4, 1776** The Declaration of Independence was approved by the Continental Congress

**July 8, 1833** Stephen Austin reached Mexico City with a plan to separate Texas from the state of Coahuila.

**July 9, 1857** The first successful transcontinental mail route was created when mail left San Antonio for San Diego.
The 12 Elements of Great Managing

To identify the elements of worker engagement, Gallup conducted many thousands of interviews in all kinds of organizations, at all levels, in most industries, and in many countries. These 12 statements -- the Gallup Q12 -- emerged from Gallup’s pioneering research as those that best predict employee and workgroup performance.

• I know what is expected of me at work.
• I have the materials and equipment I need to do my work right.
• The mission or purpose of my company makes me feel my job is important.
• My associates or fellow employees are committed to doing quality work.
• I have a best friend at work.
• In the last six months, someone at work has talked to me about my progress.
• This last year, I have had opportunities at work to learn and grow.
• At work, my opinions seem to count.
• The mission or purpose of my company makes me feel my job is important.
• My associates or fellow employees are committed to doing quality work.
• I have a best friend at work.
• In the last six months, someone at work has talked to me about my progress.
• This last year, I have had opportunities at work to learn and grow.
• At work, my opinions seem to count.

Director of Disbursements and Travel Services

There are exciting things happening within the Disbursements and Travel Services departments. In addition to the cosmetic changes coming soon in the form of more functional work space furniture and layout within the Disbursements office, we have made a change to the organizational structure of these two offices. Lenora Chapman, University Controller, announced the promotion of Deby Bailey to Director of Disbursement and Travel Services effective July 16, 2007. The Disbursements department and the Travel Services department will be merged under Deby’s leadership to better meet the needs of our employees and provide more efficient and effective services.

Deby has 27 years of experience which includes over 12 years at UTSA in the Disbursements and Travel Services departments. Deby has served as interim Disbursement Manager on two separate occasions and works diligently to provide excellent customer service. In the short time she has served as interim Manager she has made positive changes to the department. Under her direction, as Travel Manager, the Travel Services Department won the UTSA Team Spirit Award. The Team Spirit Award is given to an individual or group who fosters cooperation with fellow employees internal and/or external to their department. The award recognizes the value of collaboration in meeting the needs of the UTSA community.

As Director of Disbursements and Travel Services, Deby will report to Lenora Chapman, University Controller within the division of Financial Affairs. Please join us in congratulating Deby Bailey!

Campus Subway Reaches Record Sales!

This summer our campus Subway restaurant- located in the University Center on the 1604 campus- was recognized by Subway national headquarters for record breaking sales. Sales for the week of April 24th were the highest ever reached in that store. This is an important milestone and accomplishment!

REMINDER.....

Please email us the new employees in your department, so we can add them to the newsletter mailing.

Business Affairs Promise

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