When traveling by air, do you strike up a conversation with the stranger sitting next to you? You won’t be surprised to know that I rarely do and Brenda often does. On our recent trip to New Hampshire to visit one of our long-distance couple-friends, we sat by a woman in her early 60’s who had been widowed for six years. On our return trip, we sat by a woman in her late 50’s who was also recently widowed. Both women longed for companionship, but enjoyed the support of their respective families. We don’t believe in coincidences, so we were curious as to the ‘meaning and purpose’ of these ‘close’ encounters. I suggested it may mean that we should sit by younger folks OR only sit in the two seat sections of the plane, not adjacent to anyone! We quickly dismissed any thought that it was a ‘sign’ of our near future and instead focused on how important it was to enjoy the time that we have with one another, continue to be engaged with our family members and deepen our friendships. We, humanity, have a way of easily taking much of this life for granted (including the economy, stock market, retirement, to name only a few things on my mind recently)!

What are you taking for granted at the University, at home, with your friends? With the busyness of life, isn’t this easy to do, and indeed, natural? Certainly is. So we must be reminded by our life experiences and encounters to honor each other. How so? We – primarily Brenda – engaged our newfound passengers ‘friends’ by listening, encouraging, sharing, and offering to pray for them. I believe we left them thankful for the opportunity to talk and appreciative of our attention. We, on the other hand, left fulfilled that we had brought a bit of encouragement to someone else – mere strangers, most likely to never cross our path again.

One way, available to us right now, to honor others is to participate in the State Employee Charitable Campaign. You have been most generous in your participation and giving in the past. 83% of all Business Affairs employees participated last year! Thank you for caring, for honoring those who are less fortunate and experiencing difficult times and hardships.

Whether they’re acquaintances met though a ‘chance’ encounter on an airplane, close personal friends, family, or colleagues, let us take time to honor each other, offering a compliment, a word of appreciation, assistance, or perhaps just being willing to listen and offer a small bit of encouragement for a better day or new beginning.

With much gratitude for your hard work and superior service to our partners,

Kerry
Detective Armando Gonzalez is currently assigned to the Criminal Investigations Division. Armando has been employed with the UTSA Police Department for 3½ years. Prior to being commissioned as a police officer, Armando served proudly with the United States Air Force and retired after 24 years at the rank of Master Sergeant. He served 13 years as a Security Policeman and 11 years as a Superintendent of a Commander’s Support Staff. During his military career while stationed in North Dakota, Armando volunteered and assisted local law enforcement agency personnel as an interpreter during emergencies. On one occasion, an international passenger from Spain had arrived at the airport terminal and expressed a desire to take his own life. Armando’s involvement and intervention persuaded the individual to seek immediate counseling in the local area. Local agencies praised Armando for his direct impact in dealing with the situation.

In March 2007, Armando was assigned to the Criminal Investigation Division after working as a Patrol Officer for more than 2 years. He has made a positive impact in the university community by investigating and recovering stolen university equipment. Additionally, a recent burglary of a campus apartment resulted in a felony arrest and the recovery of all of the resident’s property, due to Armando’s quick response.

Outside of UTSA, Armando’s hobbies include collecting sports memorabilia, more specifically the one and only team, the Dallas Cowboys. Other passions include physical fitness and photography. Armando and his wife Elizabeth have been married for nearly 25 years. They have three children: Amanda, 21, Melissa, 17, and Derrick, 7.

Armando has loved every minute in his Detective role in investigations because every crime is different in its own way.

Armando, thank you for your service to UTSA and Business Affairs.

Armando 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!

SECC CHANGE LIVES—SHARE THE FUTURE

ON YOUR MARK! GET SET! GO! - - - UTSA’s Annual State Employee Charitable Campaign (SECC) is off and running. From now through October 31st you can help to make a difference in someone’s life by contributing to the SECC. The SECC benefits an extremely diverse group of charities and nonprofit organizations including organizations working directly to recover from the devastation wreaked by Hurricane Ike along the Texas coast.

Last year, UTSA contributed more than $220,000 to the local, national and international nonprofit charities through the SECC. Our 71% participation rate was the highest throughout the U.T. System. Dr. Romo is challenging us to reach at least 73% participation for this year. Come on - we can do it - with all of Business Affairs’ help. In fact, last year Business Affairs employees had an 82.9% participation rate. Let’s see if we can top 85% this year.

You should all have your SECC packets now. If you have any questions about completing either the on-line process or the paper form, please contact your Area Representative.

Also, mark your calendars for the 2nd Annual UTSA’s Got Talent, Friday, October 24th, 2:00 – 4:00 p.m. As seating is limited, make your donation as soon as possible and you will automatically get a ticket to attend! This year the talent show will be performed at both 1604 and the DTC with simulcasts to both locations.

Let’s show our UTSA spirit and help others on our campus and in the community. UTSA Cares - - it is not the amount you give that is important - - it is that you participate.
Kudos to Business Affairs Staff

Dear Cindy Cantu,

Thank you for taking such good care of us yesterday when a student and I were stuck in the elevator in the Main Building. Luckily, we weren’t there for very long, but it was reassuring to know we could talk someone. I especially appreciated your offer to contact my office to let them know why I wasn’t arriving and I know the student was grateful for your call. She was going to the staff member she was scheduled to meet. She was going there to see about a graduate assistantship opportunity and was nervous about the interview. Being stuck in an elevator was nearly one thing too many.

Again, thank you for your very helpful response.

Regards,
Gage E. Paine
Vice President for Student Affairs

Thank you all for striving for excellence every day!

Jane Wilcox,

On behalf of the planning committee for Dr. Graham’s scholarship luncheon, thank you so much for taking care of such an important element of the event. The signage was excellent and service was fantastic. Please let your staff know how much we appreciate their professionalism and dedication to customer service.

The event today surpassed even our expectations and your assistance was much appreciated.

Sincerely,
John Kaulfus
Associate Dean of Students

HR Training and Development News

The American Society for Training and Development has recognized the UTSA HR Training and Development Department for their contribution to employee learning and development with a certificate of achievement.

During National Learning Week, our Training Department hosted a reception, recognition, and learning fair for some 60 UTSA Subject Matter Experts (SME’s). The fair was used to help SME’s with tools and resources to enhance their online and classroom sessions. The event was well attended with more than 35 SME’s gathering for the occasion.

Training and Development is built on the concept of helping SME’s in operations and processing departments to become effective trainers of employees performing the work. Training & Development experts assist departmental employees design classes, perform in a training environment, and evaluate participant learning.

The American Society for Training and Development recognized the creative activity as well as their coordinated approach to workplace learning. The certificate is on display and can be viewed in the Training Department at University Heights.

National Learning Week will be December 8 – 12th this year. Expect more learning and festivities!

Are You Ready For The Holiday Season?

As a reminder, HR recommends that all managers have their employees submit their vacation requests starting now to determine departmental coverage for the Thanksgiving and Christmas 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.
The 2008 Presidential Election is just around the corner, and employees should take advantage of early-voting opportunities to avoid long lines on Election Day, Tuesday, November 4th. Early voting runs Monday, October 20th through Friday, October 31st. UTSA again will host an early-voting site on the Main Building ground floor at the 1604 Campus. When it is not possible for an employee to vote before or after working hours, supervisors may grant employees a reasonable period of time off for voting during business hours. Employees must be registered voters to qualify for the time off. Time off for voting must be requested in advance and approved by the supervisor. Employees granted time off should record this time as "O -- Other" on their time sheets. No reduction in vacation allowance or salary will be made for the time taken to vote, as long as supervisory approval is obtained.

Leave administrators with questions on how to document this time on DEFINE should contact Rose Cabello at 458-6647. For more information, contact Employee Relations at 458-7891. For information on early-voting locations, hours and voting districts, visit the Bexar County Elections Department web site.
**UTSA assists UTMB**

As part of our UT System Mutual Aid Disaster Response Plan, Richard Garza and Israel Falcon of our EHSRM Environmental Protection & Construction Safety Division were part of a multi-institution team (including members from UT Arlington) who assisted UT Medical Branch - Galveston in their recovery efforts the week of September 22-26. During their stay at UTMB, Rich & Israel went through numerous buildings and a lot of mud removing hazardous chemicals plus debris and packaging these up for proper disposal. Normal electrical power wasn’t restored to the facility until day 3 of their stay, which was the same day residents were first allowed back on the island. Their willingness to volunteer and share their expertise to help our sister institution in need during this critical period is appreciated by all and a testimony to the preparedness of UT System as a whole in dealing with disaster management. (Picture L to R: Israel Falcon – UTSA, Ramon Ruiz – UT Arlington, Richard Garza–UTSA amidst some of the “debris”).

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**Yolanda Miller**

Yolanda Miller was honored at a farewell reception on Thursday, October 9th, in the Bexar Room at the new UC III. She has accepted a new position with Greenwood/Asher & Associates, an executive search firm out of Florida.

Among her many accomplishments at UTSA, Yolanda built a Historically Underutilized Business (HUB) Program that is among the best programs in the state. We thank Yolanda for her leadership of the Purchasing and Distribution Services Department during a period of significant growth and change at UTSA.

Robert Dickens will take on the role of Interim Director for Purchasing and Distribution Services.

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**Early Voting**

Registered voters in Bexar County can early-vote at UTSA. Early voting for the 2008 presidential election will run October 20-31 at the Main Building ground floor lobby on the 1604 Campus. For more information visit:

[http://www.utsa.edu/today/2008/10/earlyvoting.cfm](http://www.utsa.edu/today/2008/10/earlyvoting.cfm)

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

**Oct. 11, 1915**

The Texas Women’s Fair opened in Houston. Called the “first of its kind in the world,” the fair focused on better housekeeping and child care.

**Oct. 17, 1839**

The second president of the Republic of Texas, Mirabeau B. Lamar, arrived in the new capital city of Austin. Formerly the community of Waterloo, the renamed Austin was the first step in extending the Republic’s border to the Pacific Ocean.

**Oct. 19, 1919**

San Antonio was witness to the formation of the League of Women Voters of Texas (LWVT). Under the direction of Jessie Daniel Ames of Georgetown, the first president, the LWVT was the successor to the National American Woman Suffrage Association. Their goal was to educate the newly constitutionalized women voters.
Workstation 4." This presentation is aimed at providing users with the process of upgrading from an old POS system to Micros System, which supports Workstation 4 POS. This session will provide users with instructions on how-to set up the Workstation 4 at a revenue center to communicate with the Micros server and be able to run transactions.

Congratulations to Enrique for being in the National spotlight!

UTSA faculty and staff now can leave the leftovers, bagged lunches and frozen meals at home. This year, they have the opportunity to buy one of two dining plans offered by ARAMARK, UTSA’s dining services vendor. Not your ordinary meal plans, they have been created with flexibility and value specifically for faculty and staff members. (See plans below.) Each plan includes a bonus Dining Dollars incentive of up to 8 percent, a guaranteed $5 meal cost of RFoC (Real Food on Campus) at the Roadrunner Café and an extended time period to use the plan — from August 22, 2008 to August 21, 2009. Bring a friend, two or even 12 to enjoy the $5 guaranteed price. As long as you have a Dining Dollars balance on your UTSA Card, you can pay for as many people as you wish.

The UTSA faculty and staff dining plan can be used at these UTSA dining locations:

1604 Campus
- Roadrunner Café
- JPL Food Court
- University Center
- Business Building
- BSE
- Smoothie King

Downtown Campus
- Frio Street Food Court

Say goodbye to leftovers and head to any of UTSA’s ARAMARK dining locations to purchase your faculty and staff dining plan. Have your payment ready and tell the cashier which dining plan you would like to purchase. It’s that easy to begin enjoying the benefits of dining on Campus. Save money, save time and save room for lunch!

08-09 Faculty & Staff Dining Plans

Faculty/Staff 250
- $270 Dining Dollars (8% Bonus)
- $5 at Roadrunner Café door rate
Price $250

Faculty/Staff 150
- $157.50 Dining Dollars (5% Bonus)
- $5 at Roadrunner Café door rate
Price $150

All meal plan prices include tax. Faculty/Staff Dining Plans are good for an entire school year.

For more information, visit the UTSA Campus Dish Web site or call ARAMARK at (210) 458-7982 (8:00 a.m.—5:00 p.m.)

Enrique Juarez

Enrique Juarez, Data Systems Coordinator with Business Auxiliary Services, presented at the 29th Annual CBORD Users Group Conference that was held in San Antonio, TX October 8-11. The title of the presentation is “Basic Workstation 4.”

"Every job is a self-portrait of the person who does it. Autograph your work with excellence."

~ Author unknown
On June 22\textsuperscript{nd}, 2005 the University of Texas at San Antonio Police Department signed a contract with the Commission on Accreditation for Law Enforcement Agencies (CALEA) in order to achieve accreditation status. CALEA is the only international accreditation credential for law enforcement agencies, public safety communications and training academies. Some of the benefits of being accredited include:

- Uniform set of written directives.
- Informed management decisions.
- A preparedness program be put in place.
- Improving an agencies relationship with the community.
- Strengthens an agency’s accountability.
- Limit an agency’s liability and risk exposure.
- Facilitates an agency’s pursuit of professional excellence.

The police department Accreditation Manager, Sergeant Robert Hudson and his team, consisting of Officer Melody Piepho, Officer Mark Smith and Gene Garcia then faced the daunting task of re-writing the department’s Standard Operating Procedures in order to incorporate 460 CALEA standards into a General Order format. This process also required the collection of three proofs for each standard covering a period over the past three years.

The next step required the scheduling of a Mock Assessment which is a systematic analysis of the department’s operations and management. It also determined if the police department was in compliance with program-specific CALEA standards. This assessment was conducted from June 6-8, 2008. Minor deficiencies noted were corrected and an on-site assessment was scheduled and conducted from September 28 – October 1, 2008. The final analysis of the on-site assessment was very positive and there were no non-compliance issues noted.

The final phase of the accreditation process involves attending a hearing for review and decision of accreditation by the Commission Committee. This hearing will be held at the CALEA Conference in Tulsa, Oklahoma from December 3-6, 2008. The police department anticipates a positive outcome based on the highly successful results of the on-site assessment. The Commission sponsors a banquet on the final day of the conference in which law enforcement agencies receive recognition or accreditation.

Parking and Transportation Services and Business Auxiliary Services have consolidated into a single department.

Parking and Transportation Services handles operations related to permit distribution, parking enforcement and shuttle services. Business Auxiliary Services currently manages dining services, bookstores, vending, and copier contracts, as well as the UTSACard Office.

Jane Wilcox, Director of Business Auxiliary services will continue to work to enhance the quality of student life by delivering a variety of essential goods and services with an emphasis on creativity, innovation and customer service.

To house the new department, an office will be constructed in the “horseshoe” across the green space from University Center III on the 1604 campus. During construction, Parking and Transportation Services will remain in the Physical Plant Building. In late October, the UTSACard Office will relocate temporarily from the John Peace Library Building to University Center Room 1.02.20E, across from the bookstore.
Smoking at UTSA

Every month, EHSRM staff fields at least one question or complaint relative to UTSA’s smoking policy. The Nonsmoking Policy, HOP 9.36 [http://www.utsa.edu/hop/chapter9/9-36.cfm](http://www.utsa.edu/hop/chapter9/9-36.cfm) was recently revised to include a focused measure to increase distance from cigarette smoke. In the University’s effort to promote a safe and hospitable environment, smoking is no longer permitted within 20 feet of entryways, doorways or common paths of travel. This policy modification will allow persons to travel freely around UTSA campuses with a 20 foot buffer from smokers.

This policy applies to UTSA faculty, staff, students and visitors on UTSA campuses, properties and leased buildings.

Now that smoking is not permitted within 20 feet of common paths, smokers are no longer permitted to travel down sidewalks while smoking or stand and smoke on sidewalks. Non smokers are now free from second hand smoke that occurs when traveling through nicotine clouds around doorways and walkways. The one exception to the rule is the Recreation and Wellness Center which increases the permissible distance for smoking to 100 feet from any outside entrances or doorways.

For those who are considering giving up smoking, the Great American Smoke Out is scheduled to take place on November 20, 2008. The Great American Smoke Out occurs every year on the third Thursday in November. The purpose of the event is to set aside a day to help smokers quit smoking, quit using tobacco products, for at least one day, with the hope that they will quit completely.

We look forward to supporting our Smokers at the Great American Smoke Out. More information to follow!

Financial Planning

‘PUTTING BALANCE IN YOUR FAVOR’

Presented by Met Life Financial Planner

Thursday October 23rd, 2008
12:00 noon - 1:00 pm
University Center 2.01.28

Enroll at:
[http://www.utsa.edu/hr/Training/](http://www.utsa.edu/hr/Training/)

Course number SD 278

2008 UTSA Health and Wellness Expo

‘The Importance of Nutrition, Exercise and Your Health’:
How our UT System Living Well: Make it a Priority program can help!

Downtown Campus

Downtown Campus

Tuesday, October 21, 2008
11:00 am presentation and 12:30pm presentation
DTC – FS 1402 Multipurpose Room

Enroll at:
[http://www.utsa.edu/hr/Training/](http://www.utsa.edu/hr/Training/)

Course number SD 279.

Many health and wellness exhibitors will be on hand. Including UT Select Blue Cross Blue Shield.

Business Affairs Promise

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