When’s the last time you met someone who made an immediate and perhaps lasting impression on you? A month ago I met Jimmy. He has black tattoos snaking down both arms onto his hands, slick hair, a hyper-engaged but relaxed demeanor, thin build, Italian accent, and looks like Fonzie from the 70’s hit TV series, Happy Days. Jimmy is my cabdriver. He talks about himself without breathing for 23 minutes. He doesn’t ask my name but refers to me as ‘Sir.’ “Sir, you wouldn’t believe.” “Sir, my two kids are going to Disneyland today.” “I’m a plumber by trade, sir.”

Before making a 90 degree launch from the curb into traffic, Jimmy tips the doorman. This generous gesture made by a cabby who barely scraped together money for the kids’ Disneyland daytrip. The doorman flinches and eyes roll as we startle the traffic with our right front bumper. Jimmy, 41, is the second oldest of five brothers, all tradesmen and high school dropouts like their Dad, a bartender and a Harley-Davidson mechanic. The brothers were mostly raised by their grandmother, who now 92, lives independently, retired from a local envelope factory. Jimmy eats breakfast with her every morning.

The San Francisco Bay is but a blur as the cab races to keep pace with Jimmy’s story. Turns out, Jimmy has a third kid, a son, born when he was 15. Jimmy’s teen years dissipated in the gas fumes of the Gulf Oil station where he worked to support his family. Walking from the cab with my luggage, his parting confession surprised me. “Sir, I got down on my knees two years ago and got my life together. And that has made all the difference,” a perfect bookend to his initial greeting, “Sir, God provided for my needs today when He provided this loaner taxi while mine’s repaired.”

Jimmy’s life hasn’t been easy. But he has kept his sense of humor, garnered a healthy perspective, elevated family to its place of importance, and has mastered a unique charismatic brand of expression and openness that serves him well. He is enjoying the journey with all of its quakes and breathtaking scenery and creating rather entertaining and personal cab rides through the Bay Area. His enthusiasm is infectious. Winston Churchill said, “Courage is going from failure to failure without losing enthusiasm,” and, “Success is not final, failure is not fatal: it is the courage to continue that counts.” Jimmy’s enthusiastic courage is contagious.

Jimmy, thank you for the experience of getting to know you (though for only 23 minutes); for your courage to share your life; for encouraging me to live and enjoy the journey no matter the destination and potholes along the way; and for reminding me the importance of laying it all down.

Kerry

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**Kerry’s Korner**

<table>
<thead>
<tr>
<th>Calendar of Events</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Day of Classes</strong> August 25</td>
<td></td>
</tr>
<tr>
<td><strong>Labor Day Holiday</strong> September 6</td>
<td></td>
</tr>
<tr>
<td><strong>New Employee Welcome Program</strong> September 9</td>
<td></td>
</tr>
<tr>
<td><strong>Business Affairs Breakfast</strong> September 15</td>
<td></td>
</tr>
</tbody>
</table>

**Inside this issue:**

- Spotlight On... 2
- Better Value 2
- Guidelines & Forms 2
- Kudos 3
- UTSA Recycling 4
- BEES 4
- Other Duties 4
- Sombrilla Skylight 4
- The Amazing Race 5
- Campus Alerts 5
- A Sense of Arrival 5
- Worth Remembering 5
Spotlight On …

David Pecina

Mr. David Pecina, Building Attendant III, has been with the Institute of Texan Cultures for 14 years. He joined UTSA - ITC in May 1996 after working for the UT Health Science Center for 13 years. David has 27 years of loyal State Service.

He is a family-oriented husband and father. He and his wife, Cindy, will be celebrating their 29th wedding anniversary this October. They have two sons, Jeff and Chris, and a daughter-in-law, Stephanie. They are also the proud grandparents of three wonderful grandchildren, Brianna, Perry, and Felix. They love family gatherings and enjoy BBQ’ing as often as possible. David is a bit of a computer buff, and enjoys playing computer chess & bowling. One of his musical pursuits and hobbies is playing the guitar — he enjoys all the arts in general.

Those that are familiar with David, know that they can count on him for a smile and a quick joke. He enjoys working and interacting with his peers, customers, and visitors to the ITC, and ensures that visitors feel welcome.

Thank you David for your years of dedicated service and for being this month’s Business Affairs Spotlight. Congratulations!

David 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!

Better Value, Better Planet

ARAMARK has developed a new faculty and staff meal plan that offers real value, convenience and flexibility coupled with an opportunity to be part of two new sustainable programs on campus. Save money while you save the planet! These dining dollar faculty and staff plans are cash equivalent and can be used at all of our retail dining locations on campus. Our two new faculty and staff plans are listed below:

Faculty/Staff 250 - Your cost is $250 and you receive the following:

- We have increased the level of bonus dollars and you will now receive $30 in bonus dollars.
- We have continued the $5 guaranteed door rate at the Roadrunner Cafe.
- You will receive a NEW Sustainable Mug, (a $4.99 value).

Faculty/Staff 150 - Your cost is $150 and you receive the following:

- We have increased the level of bonus dollars and you will now receive $12 in bonus.
- We have continued the $5 guaranteed door rate at the Roadrunner Cafe.
- You will receive a NEW Sustainable Mug, (a $4.99 value).
- Any fountain drink purchase with your new mug is only $.99.

You will receive free enrollment in our NEW Roadrunner Cafe Eco-To-Go Container program, (a $7.00 value). This will allow you to swipe at the Roadrunner Cafe and get a fresh hot meal to go!

Faculty/Staff 150 - Your cost is $150 and you receive the following:

- We have increased the level of bonus dollars and you will now receive $12 in bonus.
- We have continued the $5 guaranteed door rate at the Roadrunner Cafe.
- You will receive a NEW Sustainable Mug, (a $4.99 value).
- Any fountain drink purchase with your new mug is only $.99.

For more information, visit: www.utsa.campusdish.com.

Guidelines & Forms

The Office of the Associate Vice President for Financial Affairs encourages you to visit the Financial Management Operational Guidelines, and Forms and Worksheets homepages to review updates to new and existing financial policies and forms used by the university community.

Financial Management Operational Guideline: www.utsa.edu/financialaffairs/opguidelines/

Forms and Worksheets: www.utsa.edu/financialaffairs/Forms/
Dear Ms. (Barbara) Centeno,

I would like to pass on my sincere appreciation to you for the outstanding support your staff provided to me on July 6, 2010. I am a relatively new employee at UTSA and that day was when I went through my employee benefits counseling. Diane Cordova in the Provost's office helped set up my orientation a bit early prior to my actual start date to help ease my transition and your staff not only complied but did a great job in explaining the benefits available. Jaime Lopez and Sandy Casanova are to be commended for their professionalism and enthusiasm in providing assistance. They were extremely thorough in explaining the myriad of details and Sandy was awesome in providing one on one assistance during the completion of the various forms.

Additionally, I really appreciated the fact that the follow through occurred exactly as advertised by your staff. The correct paperwork came in the mail in a very timely fashion. A very class act all around. Please thank all those who help to make this happen on a daily basis.

Sincerely,

Lisa C Firmin, Associate Provost
Faculty and Student Diversity and Recruitment

Mr. (Sam) Suwal,

I would like to personally thank you for taking the time to answer and address all my concerns I had today in regards to my UTSA account. As you are aware, the process for students to understand what is expected of them, and what avenues to take, can be quite confusing. In light of everything I went through with Enrollment Services (in regards to miscommunication and misinformation), you were there to make sure everything was answered within your knowledge and know-how.

Again, I thank you for taking the time to answer all my questions and concerns, you truly have the student's best interest at heart.

Sincerely,

Carli Gross, UTSA Student

Joe (Rubio),

I am writing to give praise to two employees that work for you, Michael Tillman and Edward Maldonado. Sheryl Franks, my supervisor, what a great job they did in arranging tables and chairs for the PREP and ECHS summer program. At any given time there was around 200-400 kids in that area and it wouldn't have been possible without them arranging enough tables and chairs for them. It says a lot about the type of worker they are when they take the initiative and get the job done to make the situation more successful.

Please give my thanks and Sheryl's to these two men for contributing to a another successful PREP camp.

Thank you,
Matthew Wright, Location Manager, ARAMARK
UTSA DT

Polo (Cervantes), As you know there were major floods in the Texas border towns a couple of weeks ago which left a lot of people needing help.

The Nava's (Maria and Jose) along with the generosity of the DTC facilities and other DTC staff donated a truck load of supplies and clothing so the Nava’s could take it to a Mission in Laredo to help the folks in need. They delivered 6 truck loads, one of which was from UTSA staff.

I though that you would like to know what type of folks work for you all. I am very proud of them.

Joe Rubio
DT Facilities

Thank you all for striving for excellence every day!

Thank you for taking the time to answer and address all my concerns I had today in regards to my UTSA account. As you are aware, the process for students to understand what is expected of them, and what avenues to take, can be quite confusing. In light of everything I went through with Enrollment Services (in regards to miscommunication and misinformation), you were there to make sure everything was answered within your knowledge and know-how.

Again, I thank you for taking the time to answer all my questions and concerns, you truly have the student's best interest at heart.

Sincerely,

Carli Gross, UTSA Student

Mr. (Sam) Suwal,
Mr. Anastacio Alvarez was hired by Environmental Health, Safety and Risk Management (EHSRM) in September 2008 as a recycling technician. Since his arrival, UTSA’s recycling program has had a dramatic increase in both volume and range of services offered. Anastacio’s success with UTSA’s recycling effort can be attributed to his positive personal interaction with everyone who contributes to the recycling program and his knowledge about recycling. Even when new projects are assigned to him, he does not hesitate to get started, but accepts the challenge with great motivation and enthusiasm.

Mr. Alvarez was promoted to the position of Safety Technician II in recognition of his expansion and improvements to UTSA’s recycling program and overall sustainability effort.

EHSRM is very fortunate to have Anastacio Alvarez in their department. He continues to contribute tremendous ideas and suggestions for improving the recycling program throughout the UTSA community.

REMINDER.....

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

UTSA Recycling

Building Effective Engagement Skills (BEES)

Have you heard of the EQ test? That’s right EQ – emotional intelligence, the four dimensions being Self-awareness, Self management, Social awareness and Relationship management. A workshop lead by Anne Jett, and designed for AVP Administration Supervisors, was held July 27. The goal of the workshop was to introduce a common language, knowledge and references for developing strong relationship and communication skills. The process included evaluating each individual’s emotional intelligence skills and having others give feedback about how they saw these skills at work. The feedback was compiled in a report where everyone could see their self evaluation, compared with the perspective of their peers and the people they supervise. Anne’s parting comments, “a room full of energy and a wonderful group of Supervisors.”

Other Duties As Assigned

Frank Salinas, Mail Services Manager, adds Business Affairs Downtown Campus on-site representative to his duties.

When Powell Trotti retired, there was no question that Frank would be the best person to serve as the Business Affairs liaison to coordinate service delivery to Downtown Campus projects and manage university space lease agreements.

Frank began working at UTSA over 2 years ago and although he has new duties and responsibilities, he will also continue to manage Mail Services at the Downtown and HemisFair Park campuses.

Frank retired from the City of San Antonio after more than 29 years of service. As the City’s Central Stores Manager, he managed the City’s mailroom operations, print shop services and worked closely with City Council District Offices. The City’s multi-function print contract that Frank was responsible for establishing and implementing continues to save the City thousands of dollars in consumables and maintenance each year.

Frank is also a retiree from the Army Reserve with more than 21 years of service.

Frank’s new duties began when Powell Trotti retired July 31.

Sombrilla Skylight

UTSA’s iconic Sombrilla skylights and shade panels have had a facelift. The original 315 skylights, each one a 10 foot square, were replaced with a non-yellowing acrylic.

Some of the structural steel was also replaced to improve safety and eliminate water leaks. The comprehensive refurbishment was completed on August 13th—substantially ahead of schedule.
The Amazing Race — Controller’s Style

The Payroll, Grants & Contracts, Accounting and Controller’s staff worked together in teams to solve word scrambles, puzzles and come up with creative solutions during competition in the Amazing Race-Controller’s Style.

The team building activity, held on the UTSA Main Campus, gave staff members the opportunity to work together to solve clues to advance to the next activity. Team members were required to select a team name, communicate, use their skills and pay close attention to detail as they took various routes across campus to complete each activity. All encouraged each other and were very competitive.

Although some team members may have felt awkward when asked to participate with someone they seldom do on a daily basis, those feelings quickly changed. Others said keeping an open mind was important in order to achieve each task.

Individuals from different departments were teamed together for the competition:

- The Runners: Liz Ortiz, Gloria Alanis, and Justin Avants
- The Roadsters: Cynthia Schweers, Kim Doan, Rosa Varela, Lori Contreras
- PEP: Elena Villanueva, Priscilla Ybarra, Patti Titus, Paula Villagran
- Dan’s Follies: Dan Rushton, Linda G. Martinez, Rosa Casas, Christine Bodily

First place winners: Dan Rushton, Linda G. Martinez, Rosa Casas and Christine Bodily

Most creative mascot and team name winners: Liz Ortiz, Gloria Alanis and Justin Avants

UTSA has launched the new Campus Alerts website. The site was developed to keep students, faculty, staff and the general public informed on the status of the university during emergency situations.

Managed by the UTSA Office of Business Continuity and Emergency Management and the Office of Communications, the site is a single source for information on UTSA closures prompted by inclement weather, health and other emergencies, and construction and maintenance work.

The website was developed as part of the UTSA Comprehensive Emergency Management Plan through the university-wide UTSA Emergency Response Team.

For more information click here.

A Sense of Arrival

Travel to the UTSA Main and Downtown Campuses, and you are now greeted by fresh and bright signage welcoming you to UTSA. The refreshed signage communicates a message of quality and vibrancy. New signs were installed at entrances on John Peace Blvd, Edward Jimenez, Walter Brennan, and James Bauerle, on the Main Campus. New signs were also installed on the central block of the Downtown Campus and at the Monterrey Building. Thanks to Michael Zahn, Advancement, for the wonderful new design and for being a key player in making this happen!

Worth Remembering

"Correction does much, but encouragement does more."

~ Johann Wolfgang von Goethe

Business Affairs Promise

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