Stories of Excellence

Student Affairs
ANNUAL REPORT 2011–2012
Welcome to the 2011-12 Student Affairs Annual Report. I am delighted to share our journey of excellence with you. Over the past four years, we have worked diligently laying the foundation for Excellence, building upon it, and promising to deliver tangible results. In this report, we are proud to present the stories of our commitment to the following:

- Student Excellence
- Staff Excellence
- UTSA Connections, and
- Connections Beyond UTSA.

There are some common themes in this report: service, leadership, creativity, innovation, listening and student success. UTSA staff and students, as members of a dynamic public university, are uniquely positioned to touch lives in a positive way. The pages of this report tell a grand story of our commitment to collaborating as a community. Our staff members, representing our diverse departments and dynamic division-wide teams, encourage student growth and development by striving to be exceptional professionals and examples of excellence.

These are the stories of hundreds of students who play an integral role in our model of Excellence in Service and Programming as employees in our departments. Additionally, thousands of students are engaged in student organizations, campus events and educational programs. We celebrate the success stories of individual students who have excelled in many academic and service areas. Roadrunners work hard and give back to the community. In addition, the inaugural Roadrunner football team gained national attention for UTSA and has been enthusiastically supported by residents of the city and the region.

Our connections with the community are strong and growing. We are grateful to the many generous individual and group donors, including Parent Council, Family Association, University Bookstore (Follett) and scholarship donors, to name a few, who have supported student programs and provided funds for students to attend UTSA.

Through many measures, we are bringing our vision to life through community. With great pride, we have achieved Excellence as UTSA Roadrunners!

Welcome to our fourth Annual Report.

Sam Gonzales
Interim Vice President for Student Affairs and
Associate Vice President for Administration and Student Services
The story of Student Affairs at UTSA begins and ends with our students and their many successes. Our story focuses on students learning, growing and reaching their goals. Through Student Affairs’ programs and services, our students develop ways to reach their educational, personal and professional aspirations. Students develop leadership skills and engage in our campus and the greater community. Enjoy the following stories of student excellence.

Special Events Center

The Special Events Center organizes university-wide events to celebrate significant mileposts in the lives of students, faculty and staff and oversees student programs such as UTSA Ambassadors and Honors Alliance. This year, the Texas Alpha Pi Chapter of Alpha Chi at UTSA exemplified the Roadrunner Creed at the Alpha Chi Super Regional Convention in Baltimore, Md., in March 2012. One of the main attributes of Alpha Chi National Honor Society is presenting scholarly programs at regional and national conventions. Students Martha Wright and Paul Edwards III were UTSA’s shining stars at this year’s regional convention. Of more than 200 individuals competing in various academic arenas, only 29 received prizes.

Martha Wright, chapter secretary and an environmental science major, won honors for her contemporary bioethical issues presentation, “Carbon: Past, Present, and Future.” The presentation demonstrated Wright’s passion for the subject matter and for making the world a better place. Wright was elected chapter vice president for the coming academic year and looks forward to promoting scholastic excellence. Paul Edwards III, chapter treasurer and a biology major, was elected regional student representative to the Alpha Chi National Council Region 1, which encompasses 28 universities throughout Texas and portions of Oklahoma and New Mexico. Edwards has demonstrated commitment to UTSA students, but also the larger academic community. He will lead the Texas Alpha Pi chapter at UTSA as president in the coming year and lead Alpha Chi Region 1 as student representative for the next two years.

Their dedication and support for service and academic events at UTSA and throughout the city helped the organization to be selected as an Alpha Chi Star Chapter. The group also was nominated for Alpha Chi’s most prestigious award, the President’s Cup, which is given only every two years to the chapter judged most outstanding. This is the first time the Texas Alpha Pi chapter was nominated since its inception at UTSA. The winner will be named at next year’s national convention in Nashville, Tenn.

Diana Nwokey, community assistant in Housing and Residence Life, was selected as a National Association of Student Personnel Administrators Undergraduate Fellows Program Internship Recipient at Southern Methodist University.
Congratulations to the recipients of the Janice and Wayne Meyers Leadership Scholarship! This is the first leadership scholarship offered to UTSA students who have participated in leadership development programming through the Student Leadership Center.

Students returned to UTSA motivated and encouraged to make action happen on their campus and in their community. Articles about the trip have been featured in San Antonio Express-News, UTSA Today and Sombrilla Magazine.

Students also gave presentations on their experience at the Student Affairs Council meeting.

“This experience has done more to open my eyes, ears and heart than any book, documentary or television special could ever have done,” said Darnell Thompson, a UTSA student and Movement participant.

“I can’t even begin to describe the feelings that have overwhelmed me since leaving early Tuesday morning,” he said. “Every student needs to go on a trip like this. Every person in America needs to go on a trip like this.”

93% of students who visit the University Career Center for individual counseling rate it positively, meaning they had their career-related questions answered and know the next steps they need to take.

University Career Center

The University Career Center staff is a high-performance team committed to setting Roadrunners on the road to success! The center contributes directly to student success and retention through active, purposeful involvement with students at all levels. Through such involvement, we assist students in reaching success through assessment testing, major selection and career path development.

The Career Center staff begins by teaching the basics to get a student started on the right foot—resume development, interview skills, dress for success and job search skills. Often students must work to support themselves and to fund their tuition, fees and books. The University Career Center offers a robust job bank called Rowdylabs to give students access to work-study positions, part-time and full-time on- and off-campus jobs.

But the Career Center doesn’t stop there. We offer well-developed, experiential learning opportunities through externships (job shadowing), internships, co-ops, part-time related employment, and research opportunities for undergraduate and graduate students.

We begin to be a positive influence on the student’s collegiate experience as early as possible. Students encounter our staff at their freshman and transfer orientations to the university, the meeting of the college sessions and as guest speakers at freshman seminars. Each semester, we teach an elective class called the Personal Career Planning Course with an intensive focus on personal career development. More than 120 students attend this class each semester.

Career Center staff and invited guest speakers partner with faculty to teach career development and customized workshops to student groups and classes. Throughout the year, we offer a multitude of opportunities for students to explore career options and employment opportunities through employer information sessions, career expert panels, multiple career fairs and expos, and industry focus days.

Supporting Student Success

This civil rights trip took students from San Antonio to New Orleans, Birmingham and Memphis to visit various historical sites of the Civil Rights Movement, including the Civil Rights Institute, 16th Street Baptist Church, Kelly Ingram Park and the National Civil Rights Museum.

All students participated in daily activities, including journaling, group discussions, viewing documentaries and other programs. Funding for this trip was provided by the Transformation Fund and the Family Fund. This experience was created to provide students an opportunity to explore and experience history and current issues outside the state of Texas.

The staff facilitators—various UTSA faculty and staff—traveled with the students and encouraged in-depth and thoughtful discussion throughout the trip.

The Movement was a collaboration between the Student Leadership Center and the Inclusion and Community Engagement Center.

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Activities

The success of the Game Day experience for UTSA relied on the dedication of the Campus Activities Board (CAB) and its ability to recruit enough volunteers to execute a major program that would transform UTSA forever.

“Game Day made me feel like I was part of the university and not just another student.”

Being a part of the Game Day experience dedicated Student Activities professionals, university and not just another student.”

volunteers on Sept. 3, 2011. Flanked by said Director of Student Activities Barry McKinney during an address to 55 people. Game Day helped me discover my path, and it means a lot to me.”

Fortier and other UTSA students. Much was said about the impact of Game Day for years.

Thirty-five student organizations elected to tailgate for the first game and, using the CAB volunteer structure, the inaugural Game Day program was a huge success. Many people who attended the event said they thought UTSA had been hosting Game Day for years.

It is difficult to put into words what a program such as this means to students and their development. “When the year started, I was shy and hesitant; now I feel like a student leader. It really helped me,” Fortier said.

Experiences such as these contribute to the success of Student Activities. The department works diligently to provide programs and events to develop the campus community while helping students to develop meaningful personal relationships, achieve personal and educational goals, participate in leadership opportunities, and understand social responsibility. Student Activities hosts more than 100 programs with several major events, all in an effort to achieve the success they have seen with Fortier and other UTSA students.

This year set not one, but two NCAA records for football attendance, and UTSA met its goal of creating excitement around Game Day. In addition, the students learned what they wanted to do. Fortier summed it up: “I have taken charge of my life, and I like who I am now. I want to help people. Game Day helped me discover my path, and it means a lot to me.”

Athletics

The 2011-12 academic school year was one of the most productive in university history.

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Twenty-five UTSA student-athletes were named All-Americans; two earned Conference Player of the Year honors and 18 were crowned Southland Conference individual champions. Academically, our student-athletes continue to set the bar for not only other athletics departments around the nation, but other general student populations as well. Our athletes combined to register a cumulative 3.04 grade point average over the past two semesters, and seven teams had a collective GPA higher than 3.0 during the spring semester. In all, UTSA had 125 student-athletes on the Southland Conference Academic Honor Roll.

Justine Williams, a senior electrical engineering major, will be serving as an intern for the last two summers of her undergraduate degree in the Science, Mathematics, and Research for Transformation (SMART) Program at Tinker Air Force Base. The SMART Program was established by the Department of Defense to support undergraduate and graduate students pursuing degrees in science, technology, engineering and mathematics (STEM) disciplines. She decided to pursue an engineering degree because she was always interested in math and science and enjoyed watching her dad build computers from scratch.

Williams is active in several student organizations on campus. She just finished her term as president of the Honors Alliance. She participates in several volunteer events through VOICES (Volunteer Organization Involving Community Education and Service), and is active in Women of Honor, a professional development organization for women transitioning from college to the workplace. She is also an ambassador for the College of Engineering and a charter member for UTSA’s NAACP chapter. In addition, she is active in the Student Leadership Center and is working on a “Women in Engineering” presentation. Williams is also a Dr. Patricia A. Graham Endowed Scholarship recipient.
STAFF

Excellence

The next chapter in our story of excellence focuses on staff development and dedication. The work of Student Affairs professionals is integral to student retention and graduation through programs and services provided from all departments within the division.

In Student Affairs, we strive to develop staff knowledge, skills and abilities through internal opportunities, connections with professional organizations, and interactions with others in higher education. In the following pages, we present stories of excellence featuring our staff and student employees.

Campus Recreation

With about 300 student staff members, the Campus Recreation department is committed to the facilitation of life-long learning opportunities, as it relates to student employment in the areas of aquatics, club sports, downtown programs, fitness and wellness, intramural sports, marketing, operations, and outdoor pursuits.

The student staff development program is designed to foster a healthy working environment in which each student is given the opportunity to learn, develop, apply and enhance valuable, transferable career skills in a supportive environment, while taking part in performance evaluations that reinforce progress, accountability and recognition.

Student staff members play a vital role in the overall success of the department. To ensure that Campus Recreation provides safe environments and quality customer service to its patrons, each professional staff member is fully committed to the overall learning and development of every student staff member. To accomplish this, the department has outlined four critical components of the Student Staff Development Program that assist with recruiting, hiring, training, evaluating and retaining student staff: orientation and training, incentive and recognition, accountability, and performance evaluation.

Campus Recreation strives to enrich students' educational experiences by providing dynamic and culturally diverse learning opportunities, preparing citizen leaders for the global environment. We celebrate the excellence of these former student employees who now serve as professionals at UTSA:

- Roberto Ramon
  Assistant Director of Operations and Informal Recreation in Campus Recreation
- Carlos Garcia
  Assistant Director of Aquatics in Campus Recreation
- Mandy Castillo
  Coordinator of Operations and Informal Recreation in Campus Recreation
- Trey Payne
  Building Supervisor at the University Center
- Bridget Dupree
  Disability Specialist in the Office of Student Disability Services
- Betty Castillo-Rios
  Assistant Director of Campus Recreation at the Downtown Campus
- Chase Robles
  Library Assistant with UTSA Library

Office of the Registrar

This year, the Student Government Association (SGA) awarded Sara Bordelon with the SGA’s “University Life Award for Outstanding Support Staff Member.” Bordelon works behind the scenes and does not often interact directly with students. However, she is the person most responsible for the deployment of the SGA requested student course wait listing system. Her dedication, keen savvy of the Banner Student Information System, and uncanny ability to conduct thorough testing and checking led to the successful implementation of the new wait listing system.

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**Student Affairs Conference**

The Staff Development Team makes available professional development opportunities for Student Affairs staff in a cost-effective, data-driven manner, and the team aspires to lead by example with the most current and relevant professional training.

The Annual Student Affairs Conference addresses an increased need for low-cost, effective and efficient professional development opportunities. This year’s 4th annual conference offered 20 educational sessions representing a diverse selection of topics such as enrollment management, dealing with change, using social media, leadership topics, identifying burnout, strategic planning and assessment and dealing with student issues like sexual assault, gender identity and disabilities.

Nearly 300 staff members attended this year’s conference, representing a 40 percent increase since the first conference. This unique and forward-thinking opportunity provided more than 60 percent of our staff a professional development conference experience at a fiscally reasonable cost of $44.95 per person.

**Counseling Services**

Counseling Services is free and confidential to all enrolled UTSA students. Eighty-four percent of students that received services reported that it has helped them develop better ways to cope with their life stressors, and 86 percent reported it helped them improve academically.

One student said, “I think you guys are great. However, I don’t think the student body knows how great your services truly are.”

Another student said, “I was not treated like someone with a dim mental health issue and could be seen on a regular basis to help me cope with the not-so-savory aspects of my life. My life has vastly improved in many ways.”

Counseling Services offers a range of services including individual and group personal counseling, LOUADD testing, consultation, limited psychiatric services, and crisis intervention.

With more than 2,800 students served in 2011-12, Counseling Services is doing its part in de-stigmatizing mental health and helping students to be successful at UTSA.

**Housing and Residence Life**

Housing and Residence Life provides growth and leadership opportunities for many students. Below, a former resident assistant offers a glimpse of his experience.

My name is Derek Bell, and I am a proud UTSA Roadrunner alumnus currently pursuing my master’s degree in higher education–student affairs. I’m even more proud to be an alumnus of the UTSA Housing and Residence Life department because my experience in the department solidified my decision to go into student affairs.

I remember being told don’t say “dorms,” instead say “residence halls,” and honestly, I didn’t know why. Shortly after being hired as a resident assistant (RA), my mentor said to me, “a dorm is just where students sleep, but a residence hall is a place where a community of people not only sleep but learn, grow, and develop as students.”

**Financial Aid and Enrollment Services**

Typically, a department would not mention adversity in its annual report, but that is exactly what this year has been about in Financial Aid and Enrollment Services.

Due to state and federal cuts this year, UTSA received about $6 million less in funding. However, despite the cuts, students still expect a great deal from a university on the way to Tier One status, and they require top-level service, technology, support and amenities.

The changes to financial aid this year were unprecedented. The Pell Grant was reduced and additional limits imposed, the return process of federal funds when students withdraw was changed and is much more stringent, several federal grants were discontinued, the Texas Excellence Grant was significantly reduced, and requirements for what is considered satisfactory academic progress were changed. Although not all of the changes were bad, they were all imposed late in the year, causing many schools to award financial aid much later than usual.

But this is not a story of hardships. This is a story about two offices, Student Financial Aid and Enrollment Services, that worked hard to make the best of a challenging situation. Through constant communication, we kept students informed about the changes, answered their questions diligently and managed to get financial aid awarded with the least amount of stress possible for students.

Our customer service ratings remained high with an 87 percent rating of average-to-excellent, and several students thanked us on Facebook for doing as much as we could with the challenges presented to us.

We are proud of our efforts in the face of adversity and what we were able to accomplish the past year while helping students fund their education.

**APPROXIMATELY 21% of the over 450 employees in Student Affairs contribute to divisional and university funds to support student success initiatives.**

For more detailed information on staff contributions and achievements, please visit: [utsa.edu/students/annualreport](http://utsa.edu/students/annualreport)
A significant part of our story describes the connection between Student Affairs, our students and the larger UTSA community. Aligned with the university strategic plan, the division partners with other key stakeholders in providing enriching educational experiences to enable student success, serving society through creativity, expanded research and innovations, promoting access and affordability, serving the public through community engagement, and expanding resources and infrastructure. Here are some of the stories about our role within UTSA.

Student Leadership Center

In less than two years, the Student Leadership Center (SLC) has focused on transforming students’ experiences on the UTSA campus. The SLC has brought innovative and intentional programming to UTSA through the internationally recognized LeaderShape Institute, The Movement: An Exploration in Civil Rights (see story on page 5), the Storytelling Series, and a variety of leadership conferences attended by a diverse group of students.

The SLC has been challenged with reaching populations of students that were previously not as actively involved within leadership development programming and has exceeded those goals. Bringing more students into leadership development programming has positively affected the UTSA community by providing intentional, quality programming that provides opportunities for students to exercise integrity, respect, empowerment and engagement.

As evidenced by the financial gifts provided by Valero, Union Pacific, Pepsico and San Antonio business community member Janice Meyr, the SLC is finding creative ways to show the San Antonio community how important it is to support students and invest in their educational experiences. The department is focused on students gaining leadership skills and experiences that will shape them into valuable members of society.

The SLC promotes action within students and pushes for them to empower themselves and become the change they want to see in the world. Students are charged with transforming their campus and, ultimately, their world.

Roadrunner Creed

The creation of the Roadrunner Creed began in 2009, and it was officially established on Nov. 15, 2010. In June 2012, the Creed’s video representation was honored with a bronze Telly Award. This international recognition celebrates outstanding excellence in video and film projects. The campus community has embraced and integrated the Creed into course syllabi, campus programs and academic ceremonies. The Creed has also galvanized and unified the campus, with students proudly wearing shirts emblazoned with their Creed.

In the spring of 2012, the University Bookstore (Follett) agreed to become a major donor to the UTSA new student orientation program. The University Bookstore will donate $15,000 to new student orientation annually for the next five years, for a total donation of $75,000. This was a significant contribution to the program that will directly benefit new students and family members through their orientation experience.
UTSA Listens

In the spring of 2011, UTSA Listens began as part of the Student Affairs Student Success Initiative. The collaborative project has two main goals supported by the Student Affairs strategic plan. One goal is to allow students to have the opportunity to identify channels for their success and be able to articulate their thoughts and concerns to university staff. Students know they are being heard. The second goal is for Student Affairs to use the information to reinforce successful programs and services, provide feedback to emerging programs and services, and share any pertinent information with other divisions and departments.

Current modes of gathering information include the Listening Booth, a mobile booth for students to stop by and give feedback to the university. Rowdy Shout Outs is the volunteer calling initiative made to returning sophomores concerning their freshmen experience. The third method is the Soving Survey, which sends student volunteers to campus shuttle stops to collect feedback from other students about their roadblocks and success at UTSA. Topics discussed by UTSA Roadrunners include everything from how events are run to their last experience with their advisor to which programs should receive more funding.

In its first year as a program, UTSA Listens reached more than 1,000 students and received positive feedback that UTSA is listening.

Roadrunner Days

Roadrunner Days is a university tradition to welcome and assist students as they transition to UTSA. Events include Residence Hall move-in, Late Night at the Rec, Fall Convocation, the President’s Picnic, New Student Involvement Fair, along with many other events.

As stated on the Roadrunner Days website, “We want you to be very successful as a student and to graduate in four years. Roadrunner Days are designed to do exactly that—help you be successful and graduate! This is your opportunity to experience the excitement of a new fall semester and to sample a wide variety of experiences that create our vibrant campus life at UTSA. Roadrunner Days is designed to give you a good introduction to the campus community and to make connections with one another. Students who have participated in past Roadrunner Days indicate it is an important part of learning about being a UTSA student and being successful. We hope you will take advantage of all the programs which comprise Roadrunner Days and set yourself up for success!”

Inclusion and Community Engagement Center

The Inclusion and Community Engagement Center (ICE) continues to transform itself through its services, programs and outreach to the UTSA community.

With the addition of service learning programs, the office will be reaching out to faculty members and helping design projects that will support their curricular goals and meet community needs. Service-learning presents a great opportunity to engage students in experiential, active learning that will allow them to help solve real problems and make change in the community.

Our promise to the UTSA community includes creating a safe place for our community members, supporting educational and leadership goals, building support on and off campus, developing programs and services that facilitate individual transformation of students into graduates who are committed to creating global change, and providing community members to engage in volunteer and social justice activities that promote intercultural learning and learning through service.

New programs are constantly being created to meet the needs of UTSA’s diverse student population. The ICE Center seeks to be a nationally recognized diversity and volunteer services center, providing innovative programming and services to our campus and local community.

Student Disability Services

Disability is an aspect of human experience that crosses all boundaries of race, class and gender, and it leaves a trail in all societies. Traditionally, students with disabilities have been categorized solely in terms of physical, sensory or mental differences, with little or no attention paid to their shared sociocultural history or contributions to the university environment.

In reference to cultural diversity, education often attends to groups of people who share values, rituals, customs, traditions, language, folklore and art and who have developed a sense of unity and identity because of a common history or set of experiences. Thus, depicting students with disabilities as a specific cultural subgroup is a new way of thinking when it comes to celebrating the diverse student population at UTSA, which makes students with disabilities part of the diversity in higher education.

Students with disabilities possess attributes that help them adapt on a daily basis because they must think creatively about how to solve problems and accomplish tasks, making students with disabilities one of UTSA’s greatest assets! Disability Services at UTSA strives to be not only a support for students, but a resource for faculty, staff and the community.

University Center

University President Dr. Ricardo Romo and former Vice President for Student Affairs Dr. Gage E. Paine recognized the UTSA University Center (UC) as an example of the power of student involvement for the entire UTSA campus at the UC’s 25th Anniversary Celebration on Tuesday, Feb. 23, 2010 in the UC Ski Lodge.

Several people were honored for their roles on the building committee for the first UC building, which opened in the summer of 1986.

“I wear a lot of different hats on campus with a wide range of student organizations. The UC is one constant throughout all of them,” said Charles Miles, UTSA student and chairman of the UC Advisory Council. “The UC provides a great place to relax, study, be involved and have events.”

Dr. Paine recognized the many special guests in attendance that helped create the UC. She presented a commemorative plaque to Jane Burton, the first director of the UC, Dr. Kenneth Welker, chairman of the Department of Economics and faculty member on the building committee, and as well as Wayne Terry (’85) and Janet Montuori Parish (’86). Terry and Parish served on the UCP and on the UC Building Committee. Dr. Ronald K. Garcia (’82) was also honored. He also served on the UCP and was Student Government Association president from 1985 to 1987.

“[The students] had to be resourceful in those days,” said Burton, who most recently served as the director of Alumni Programs until her retirement from UTSA. “UC events were the buzzword—when it really happens, it benefits all and lasts into the unknown future.”

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Connections

BEYOND UTSA

Beyond students, staff and the UTSA community, the story of Student Affairs continues. As a public institution, UTSA also focuses on public service, and Student Affairs plays an important role in that endeavor.

We partner with our city to promote higher education and lifelong learning. We also lead within the state and nation, representing innovative practices that support student success. Enjoy these stories about our broader connections.

Office of Undergraduate Admissions

Every year, the Office of Undergraduate Admissions serves many students who might not become part of the UTSA family, making us different from our counterparts within Student Affairs.

These are the tens of thousands of prospective students that we see at programs and tours, interact with through websites and send information to, but who don’t apply to UTSA. They are the thousands of applicants we communicate with through the admittance process, who tour the campus or visit with an admissions officer, but then make the decision not to enroll at UTSA.

We also help other students find alternatives when they don’t complete the admissions process on time, or we aren’t able to admit because they are not yet academically prepared for UTSA. Our hope is that our work with them will help them be successful in their educational endeavors at other institutions. We’re excited when we’re able to work with them again when they reapply for future terms.

Most exciting for us are those thousands of students we work with who do enroll! We celebrate the excitement and pride that these students have as they plan to become a Roadrunner.

We understand the importance of the role we play in laying a strong foundation for them to build their UTSA experience, and we love sharing them with our Student Affairs colleagues. We work daily not to enroll the first-time freshman or transfer student, but to enroll the proud UTSA graduate.
Orientation and Family Programs

Evelyn Gonzalez is a Parent Council member, wife and, most important, a mother to her son, Michael, a junior construction science management major at UTSA. Evelyn has actively served on the Parent Council for two years, bringing with her a strong work ethic and deep passion for UTSA. In her day-to-day activities, it is not uncommon for Evelyn to start up a conversation with a potential new student or parent. Many times, the conversation begins with a comment about her orange UTSA wristband and then the conversation ends with Evelyn giving away the wristband as a token of good will.

This simple practice has become the foundation of a new initiative through the Parent Council: a marketing kit. Each member of the council now receives a kit filled with Parent Council business cards, customized shirts, UTSA goodies and, of course, the all-important orange UTSA wristbands.

Now, the university has many ambassadors of good will sharing a token of good will. Not uncommon for Evelyn to start up a conversation with a potential new student or parent. Many times, the conversation begins with a comment about her orange UTSA wristband and then the conversation ends with Evelyn giving away the wristband as a token of good will.

Student Conduct and Community Standards

UTSA has developed a unique collaborative strategy called the E.P.I.C. Journey to address violations of community standards. This strategy assesses skill sets in four areas: engagement, personal development, interpersonal development, and community membership (E.P.I.C.).

The use of motivational interviewing, mentors, and programming designed to reinforce desired skill sets results in the development of intentional personal journeys aimed at transforming decision-making patterns. This model won the 2012 Excellence Gold Award, a national level award conferred by the National Association of Student Personnel Administrators (NASPA), which recognizes programs, initiatives, services, and practices considered innovative and transformative for higher education.

The E.P.I.C. Core Team has worked in collaboration with Westmont College in Santa Barbara, Calif., Alfred University in Alfred, N.Y., and Texas A&M International University in El Paso. These universities requested that the E.P.I.C. Core Team assist them with the development and implementation of the model as the student conduct practice on their campuses.

The Financial Aid Council is part of Mayor Castro’s SA2020 initiative, which seeks to increase the number of graduating high school seniors who directly access college to 80 percent by the year 2020. Café College, in conjunction with its university partners, has determined that the optimum way to achieve this goal is for financial aid offices at all San Antonio institutions of higher education to remain in constant contact with one another and work together on citywide financial aid programs and initiatives.

Staff from the Office of Student Financial Aid and Enrollment Services has participated in more than 20 community outreach events in spring 2012 alone, such as Student Aid Saturday, to guide students in the financial aid application process.

In an effort to continue escalating its commitment to community outreach and service, the Office of Student Financial Aid and Enrollment Services has formed a partnership with Café College, initiated by the Mayor’s Office and directed by the San Antonio Education Partnership.

Café College is a one-stop center that guides students beginning in middle school through high school in constant contact with one another and work together on citywide financial aid programs and initiatives.

The E.P.I.C. Core Team was selected to present the inaugural webinar for the Texas Association of College and University Student Personnel Administrators’ (TACUSPA) Professional Development Webinar Series. The webinar, titled “The E.P.I.C. Journey Sanctioning Model,” was conducted on Jan, 27, 2012. The webinar is available for TACUSPA members.

The E.P.I.C. Core Team also presented at the NASPA Annual Conference “Ignite Leadership, Influence Change” in Phoenix, Ariz. The presentations were “Purposeful Disciplines: The E.P.I.C. Journey Sanctioning Model,” which was accepted as a pre-conference session, and “Learning the Conduct Process: E.P.I.C. Journey Findings,” which was accepted as a concurrent session.
After spending the past two years promoting the importance of marrow donation, the CAMbassadors (Cancer Advocacy Movement) students’ effort has paid off in a powerful way.

Two patients’ lives were changed thanks to two UTSA students who were identified as potential marrow and stem cell donors. The students successfully donated their marrow this past semester to a 24-year-old female leukemia patient and a 46-year-old cancer patient, and the patients are on the road to recovery. The CAMbassadors are part of the Student Health Services Health Advocates student peer group.

On Nov. 30, 2011, Health Services held a “Take the Shot” meningitis law press conference, which introduced the Schanbaum and Nicolas Williams Act. Speakers included survivor Jamie Schanbaum and her mother, Patsy; Gregory Williams, father of deceased Texas A&M student Nicolis Williams; Thomas Schlenker, director of Public Health at San Antonio Metropolitan Health District; Anna Dragsbaek, president and CEO of The Immunization Partnership; and Julie Bloom, director of Infant and Childhood Immunization, Center for Vaccine Awareness and Research, Texas Children’s Hospital.

Veterans Services Advisory Committee

The Veterans Services Advisory Committee (VSAC) was formed to address student veteran issues and to ensure that our university is a military-friendly environment. The VSAC recognizes the unique experiences that student veterans bring to our campus environment and leverages these resources to help steer our student veterans toward degree, certificate or program completion.

Student Health Services

Alternative Spring Break

Two Alternative Spring Breaks took place this year: one in Oklahoma City and the other in San Antonio. Twelve students, one graduate advisor and one professional staff advisor completed projects in Oklahoma City with the Regional Food Bank, Campfire USA, Animal Welfare and Habitat for Humanity. Fourteen students and one graduate advisor completed projects in San Antonio with Lighthouse Hospice, Guadalupe Community Center, Habitat for Humanity and San Antonio Pets Alive.

Also this year, more than 400 students, representing 25 student organizations, completed 15 projects with nonprofit agencies during United to Serve. This year for the first time, groups were able to coordinate and submit their own projects, and five student organizations sought out or created their own service projects.
EXECUTIVE LEADERSHIP

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Associate Vice President for Administration and Student Services

Lisa Blazer  
Associate Vice President for Student Financial Aid and Enrollment Services

Joe DeCristoforo  
Associate Vice President and University Registrar

Lynn Hickey  
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George Norton  
Associate Vice President for Undergraduate Admissions,  
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Kevin Price  
Associate Vice President for Student Life and Dean of Students

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