Thank you for taking the time to read the Student Affairs Annual Report for 2012–2013. It has been said that the only constant is change, and this year has been a year full of change. Although change can bring some trepidation about the unknown, change also can provide an opportunity for transformation and improvement. UTSA is constantly evolving in its journey to achieve Tier One status, and Student Affairs is playing a key role in that transformation. We are focusing, along with the entire university, on helping students succeed as a part of the UTSA Graduation Rate Improvement Plan.

This year, our division experienced great success amidst the changing landscape of student affairs and higher education. In line with the UTSA and Student Affairs strategic plans, we are being called to ensure access to a high-quality education and affordability for our current and future students. To meet this goal, revised admission standards and a holistic application review process were implemented. Despite cuts in funding and new mandates such as a vaccine requirement, staff in Student Affairs worked diligently to decrease barriers and assist students in meeting requirements to enroll at UTSA.

From their initial interest in UTSA to beyond graduation, we empower students to set a course for the future. Beginning with the youngest Roadrunners who develop in their preschool years at our Child Development Center, our focus is student learning and development. We seek to provide excellent services and programs that meet the needs of students, and through those services and programs, provide an opportunity for students to learn and grow. Student engagement is a contributing factor to retention, which leads to graduation, so we are diligently promoting involvement and leadership across all departments.

The UTSA student experience also is changing. Focusing on the experience and milestone of graduation, Commencement ceremonies were relocated in May 2013 to the Alamodome to accommodate more graduates, families, and guests. The event was truly historic and memorable in this impressive venue. Additionally, our Intercollegiate Athletics program transitioned to the Western Athletic Conference with an anticipated move into Conference USA. The excitement about what is means to be a Roadrunner is evident by the spirit, pride and tradition exhibited by our students, staff and faculty on a daily basis.

We hope you enjoy the stories of our students and their successes along their journey from prospective Roadrunners to active alumni. Students are gaining real-world skills and knowledge in the classroom, and we are providing out-of-class experiences that promote responsibility, engaged citizenship, active leadership, critical thinking, and healthy and balanced living.

Thank you for the support you have provided to Student Affairs at UTSA this past year!

Samuel M. Gonzales
Interim Vice President for Student Affairs and
Associate Vice President for Administration, Planning and Student Services
MISSION
The Division of Student Affairs serves the university by providing purposeful, student-centered programs and services, creating opportunities that facilitate the holistic development of students and developing a culture of engagement in the classroom, across campus and throughout the global community.

VISION
The Division of Student Affairs will be a leader in the development of a dynamic and diverse culture that facilitates learning and engages students.
The UTSA student journey begins long before a student is sitting in a classroom on the first day of the semester. Beginning with the youngest Roadrunners at the Child Development Center, future UTSA students are already part of the Roadrunner family. Prospective students become connected to UTSA, and that connection is solidified as they embark on their college journey as new Roadrunners.
Some Roadrunners are Small

The Child Development Center (CDC) celebrated a decade of achievement during the Week of the Young Child and celebrated their continued national accreditation through the National Association for the Education of Young Children (NAEYC). The youngest Roadrunners receive developmentally appropriate curriculum taught by educators specializing in child development and early childhood education. The CDC is instrumental in providing learning experiences for other UTSA students through continued collaboration with the College of Education and Human Development.

Innovative service, programming and state-of-the-art facilities contribute to the retention and graduation success of UTSA students. Approximately 79 percent of the student families expressed the inability to attend college without the CDC services, while the remaining 21 percent would be able to attend, yet stated that assistance provided by the CDC made it much easier. Namely, the Student Tuition Discount is a tangible advantage supporting their academic success. Parents also said that having the opportunity for their child to attend the CDC provided them with an ideal location, extended hours, peace of mind and a reliable, dedicated staff. Parents’ feedback also expressed appreciation for the nutritious meals, email communication and happy children who have developed a love of learning. One example of the dedication and expertise of the CDC staff was the consultation and guidance one parent received about her child’s “terrible two” stage of development. As a parent, she was relieved to know she was not alone. The encouragement, articles and tips she received to handle her child’s behavior supported her to find ways to manage and enjoy her child.

The Corrales family advocates for education and both Christian, M.Ed. (Class of ’13) and Vanessa, M.A. (Class of ’10) completed graduate degrees at UTSA in addition to their full-time jobs and other parental duties. They always were welcomed with warm smiles and greetings and felt supported through their educational journeys. Upon graduation, Christian was offered a position in the Division of Student Affairs at the University of Texas at El Paso, so they have now relocated. Christian and Vanessa are eternally grateful to UTSA and the entire CDC staff and vow they will never be forgotten. They said, “There is one thing that is irreplaceable, and that is peace of mind, which the UTSA CDC gave us.”

Excellence from the Beginning

Ting Li: “It is a blessing that there is a child care service at UTSA. I am a doctoral student. My children are in good hands, so I can concentrate [on] my work.”

Cynthia Fernandez: “It helps me be able to focus on school knowing he is in a very well-run and secure place. The fact that he is so close to campus allows me to finish my degree and him to get a great head start as we prepare for kindergarten.”

Amanda Manzello: “I am a senior...if it [had not] been for the availability of the center, I wouldn’t be a member of the Honor Society or able to achieve my educational goals.”

Afreen Siddiqui & Royce McKnight: “The development center has helped our family. CDC provides good meals and emails the menu. The teachers are excellent and provide a loving atmosphere to students. The development center is an extension of home. There are lots of hands-on activities and learning, which is helping my children. I wouldn’t have been able to continue my master’s without it.”
Becoming a UTSA Student

This year, the opening of the new Main Campus Welcome Center in the Bauerle Road Garage changed the way potential students and visitors are welcomed to UTSA. The space includes a presentation area for various groups to gain information about the options available to them. Additionally, staff are available to answer questions individuals may have about their entrance into the Roadrunner community. This year, campus tours were provided to 4,413 students.

A point of accomplishment and celebration was the implementation of the new freshman and transfer admissions requirements for fall 2013. This included internal and external communication initiatives and balancing two different sets of admissions requirements, one for the spring and summer applicants, and another for the fall applicants.

Admitted student packets were created, processed and mailed, and the resulting excitement was evident as students captured their emotions via Instagram. Above are some images of these prideful and spirited newly admitted Roadrunners.

Pride and Tradition

Orientation and Family Programs, in line with the Graduation Rate Improvement Plan, initiated two unique experiences for students that now have become UTSA traditions. The first one is the UTSA “Class of” chant. Created by the Orientation Leaders and selected by a team of faculty, staff and administrators, this chant was taught to all incoming students during fall orientation. It was later recited by all the student participants at the Fall Convocation ceremony. The second experience was the development of a UTSA “Class of” shirt. The shirt featured the graduating year of the incoming freshman class. This year, it was the UTSA Class of 2016. All fall orientation students received a shirt during the program and were asked to wear it on the day of their advising and course registration. This new tradition sparked school spirit among the upperclassmen at UTSA, and now each class year is represented.

Helping Others in the Journey

The Student Health Services accreditation team received the Richard S. Howe Award from UTSA for excellence in service to undergraduate students.

Making Connections

Held in conjunction with the Office of Undergraduate Admissions, Office of Alumni Relations and the Office of the Vice President for Student Affairs, the Meet Your UTSA Family Receptions introduce prospective Roadrunners to our UTSA Alumni and Family Association members. This year, we had two receptions, one in Houston and the other in Austin. Students and families had the opportunity to learn more about what it means to be a Roadrunner and connect with other prospective Roadrunners across their cities.
Celebrating the Start of a New Journey

Beginning in 2002, the Fall Convocation ceremony welcomes new freshmen to UTSA and kicks off the new academic year each fall. This year, Luis Alberto Urrea, author of the Freshman Common Reading, “The Devil’s Highway,” presented the keynote address. Faculty and staff also were able to view the ceremony via live webcast. The ceremony is a key component of Roadrunner Days, and it symbolizes the beginning of students’ academic journeys at UTSA. During the ceremony, a special emphasis is placed on the anticipated graduating year of the entering class. Mirroring the culmination of Commencement when a student graduates, this event marks a milestone in each student’s transformation.

Successful Transitions

A core value of Orientation and Family Programs is creating a positive transition experience that connects and welcomes students and family members to the campus community. In summer 2012, the orientation team, in partnership with other key university departments, offered two Spanish language family orientation experiences. Parents and extended family members from all parts of Texas including the Rio Grande Valley, El Paso and West Texas participated in these experiences.

The programs featured an array of sessions, speakers, welcome video and printed materials for the participants. Orientation Leaders (OLs) who are fluent in Spanish led the groups of 10–15 participants. The OLs answered questions, led a campus tour and provided overall guidance throughout the program. While not all sessions were offered in Spanish, many of the university departments were able to provide a bilingual representative to facilitate sessions about financial aid, tuition and fees, Learning Assistance Center, Academic Advising, University Career Center, Academic Preview and the Family Association.

“Fue una gran experiencia [it was a great experience],” a parent said. It is moving to observe a family member’s face light up when there is understanding, because language is no longer a barrier. Their experience is now focused on their student’s transition to UTSA. A successful connection was made. In the Division of Student Affairs, we believe that excellence in service and programming is accomplished through communication, connection, collaboration and creation. The Spanish language family orientation program was certainly a shining example of this conceptual model.

Rowdy Examples

Members of the UTSA Track & Field and Cross Country programs took part in the Rowdy Readers program in February. Daniel Balbontin, Briony Miller, Greneshia Wright and Darryl Wyrick spoke to a group of fifth graders at Walzem Elementary School. They described what it is like to be a student-athlete, when they started competing in track & field/cross country, the challenges they have faced during their careers and why they chose UTSA. By their involvement and service, these student-athletes provided a positive example of what it means to be a Roadrunner to these children, some of whom may become Roadrunners one day.
Families Alongside Students

The UTSA Parent Council is proud to highlight the Family Fund grant recipients for the past year. Ten projects received funding, totaling $13,000. Thank you to the families who support the Family Fund!

Career Closet
Through the University Career Center, students can check out professional outfits cost-free, including men’s and women’s suits, to dress appropriately for job interviews.

UTSA Ambassadors’ Attendance at the 2013 CASE ASAP National Convention
Funds were utilized to send two UTSA Ambassadors, Rosemary Beavers and Katrina Parkey, to the two-day Council for Advancement and Support of Education Affiliated Student Advancement Programs (CASE ASAP) national convention in New Orleans.

Spring 2013 Etiquette Dinner
The University Career Center’s etiquette dinner educates students on the rules of fine dining. The event is run as a participatory workshop, led by a certified business etiquette presenter.

UTSA Ambassadors’ Amber Dinner
The Amber Dinner is an opportunity for each Ambassador to honor a UTSA faculty or staff member of their choice, say a few words about how this person has mentored him or her and present the Amber recipient with a certificate.

Alternative Spring Break
Students commit their spring break to the service of others. This year, students completed projects in Atlanta, Georgia and San Antonio.

Biofeedback: A Mind Body Program
Counseling Services piloted Biofeedback to help students with a variety of concerns such as stress, anxiety, anger management, comprehension, attention and depression.

Biofeedback software and tools record the user’s physical state (such as heart rate) and translate results into a visual representation of the mind and body connection.

The Progression: A Civil Rights and Social Justice Trip
The Progression is a five-day trip that includes visits to New Orleans, Birmingham and Memphis. It allows student participants the opportunity to learn about the Civil Rights Movement, the variety of individuals who were active in the Movement, and to explore the role each of them played in advancing civil rights and social justice in their communities.

Greek Life Presidents’ Retreat
This day-long retreat for chapter presidents provided intentional team builders and related activities. Additionally, this program helped to build rapport between fraternity and sorority presidents and campus administrators.

New Student Camps
Orientation and Family Programs offers three New Student Transition Camps for first-time freshmen including Roadrunner Camp, Adventure Trips and ROWDYS Camp.

Cultural Graduation Events
Cultural Graduation Events included UJIMA and Lavender Graduation celebrations, which were personalized for African American and Gay, Lesbian, Bisexual, Transgender and Questioning (GLBTQ) cultures respectively. The 2013 UJIMA Graduation and Achievement event was UTSA’s fifth annual celebration, and the 2013 Lavender Graduation and Achievement celebration was an inaugural event.
The UTSA student experience continues past the first day of classes to include a myriad of coursework, new experiences, student involvement and responsibility. Students are encouraged to become connected with other students, faculty and staff. Student engagement can take many forms, and there is a variety of ways for students to be engaged in the excellent programs and services coordinated and promoted by Student Affairs.
Engagement Transforms Students

The Office of Student Activities connected with more than 9,000 students in nearly 200 department-sponsored events in the last year. With nearly 300 student organizations, students have numerous opportunities to Get Connected! Get Involved! and Get Rowdy!

One example of a student who has been able to do all three is Rene ‘R.J.’ Rangel. He is a student from Edinburg, Texas, who was first connected to Student Activities through Be A Responsible Roadrunner (BARR). BARR is an organization that focuses on purposeful, diverse and educational programming. The group supports the rights of all students to make their own choices regarding behaviors that affect their health and supports students to educate themselves about those issues. Be A Responsible Roadrunner encourages students to consider a wide range of healthier behaviors that reduce or eliminate the risk of negative outcomes.

BARR helps students like Rangel plan and facilitate major campus events. Many of these events have received regional and national recognition from the BACCHUS Network. They assist with Safe Spring Break Week, Rowdy Wing Fling and Campus Crawl, which received an award for outstanding programming in the region this year. Additionally, the BACCHUS Network allows for student development through a network of student representatives from each of its areas. UTSA is part of Area 6 and in the past year, Rangel was able to serve as the Area 6 student representative. Through this role, he helped facilitate alcohol awareness messages at multiple campuses across the region. Additionally, Rangel was the winner of the Area 6 Alumnus Award, which identifies an outstanding role model who has served the BACCHUS Network.

Because of the success of students like Rangel and organizations like BARR, UTSA earned a Department of Education Grant for Alcohol Awareness Education, which helped fund a summit of schools across Texas to come together to share best practices, many of which are from UTSA. The highlight of the summit was UTSA’s Party on the Paseo event, which shares a message of harm reduction during the San Antonio’s Fiesta celebration and creates an opportunity for more than 3,000 students annually to get involved. It has been recognized as a best practice both regionally and nationally.

Rangel said, “I loved being involved on campus. Being the BACCHUS Area 6 representative and the BARR president really gave me an opportunity to learn about myself and others. It allowed me the opportunity to grow and develop in ways I could not have done otherwise.”

The goal of the Office of Student Activities is to connect students on campus through involvement so that they, like Rangel, will ultimately graduate and achieve success. In other words, the students have an opportunity to “Get Rowdy!”
Shaping Leadership

The UTSA Student Leadership Center recently hosted the 2013 UTSA LeaderShape® Institute. Sixty students spent six intense days at the John Newcombe Tennis Ranch in New Braunfels completely focused on discovering what drives their passion for change and how they can have an impact on their community.

The mission of the LeaderShape Institute is to transform the world by increasing the number of people who lead with integrity and “a healthy disregard for the impossible.”

During the institute, the students were asked to discover their vision and create an action blueprint for change. Throughout the six days, students learned how leadership is not positional and does not require any formal authority. They were consistently challenged to discover what they truly desired to see happen in their community and ultimately in the world.

Guiding the students throughout the six days were their UTSA family cluster facilitators, who included Carol Gonzalez, student ombudsperson; Herb Ganey, interim director of the University Center; Cristina Dominguez, program coordinator of volunteer services; Matt Keneson, academic advisor for the Colleges’ Freshman Advising Center; and Derek Bell, alumnus. The students did much of their vision work within their family clusters of approximately 12 students. During the six days, the family clusters grew close and became a place full of support and encouragement.

During LeaderShape, the students participated in a guest leader panel discussion, where they shared their visions and asked questions of prominent members of the San Antonio business community.

“This was a remarkable experience for me,” said Miracle Cooke, a junior public health major. “I met some really great friends that I know I’ll have lasting relationships with at UTSA and beyond. I’ve bettered myself as a result of LeaderShape. I know that this experience will stay with me long after LeaderShape.”

“We didn’t have a clue as to what was in store for us or how much impact this program would have on our lives,” remembers Christian Ume-Ezeoke. “The week was filled with intensive community building and self-discovery. LeaderShape was the spark that drove me to be more open, responsible and proactive about the positions that I choose to lead. I wasn’t an active leader at all when I attended, but with the help of some inspiring co-participants, as well as influential facilitators, I felt listened to for the first time, and realized that I did, in fact, have a voice to lead.”
Developing Student Employees

The Division of Student Affairs employs more than 700 student employees. Recognizing their potential and contributions, the division provides learning opportunities focused on the skills and knowledge that can be acquired and translated to future careers. This year, the University Center (UC) focused on advanced set-up and audiovisual training for student employees, providing them with a greater understanding of client needs and greater accountability for achieving customer satisfaction. The UC also embarked on a two-day student orientation and training program where all areas of the UC came together for presentations on compliance, professional and leadership expectations, specific job duties, customer service and safety.

Approximately 450 student staff in the departments of Campus Recreation, the University Center, and Housing and Residence Life participated in a training program by Dr. Beverly Chiodo last fall. Dr. Chiodo is a professor in the Department of Management at Texas State University, and is known by her students as the “Doctor of Encouragement.” She spoke about what makes communication powerful and effective. It was a historic day for all three departments, as they collaborated on such a large scale to develop and empower students to provide excellence in service and programming to the university community.

These student employees are now becoming leaders themselves. For example, five Campus Recreation student employees gave educational presentations at professional conferences, and four Campus Recreation student employees officiated at regional intramural sports tournaments.

Veteran Student Experience

Since 2010, GI Jobs magazine has consistently named UTSA to its Military Friendly School list honoring the top 20 percent of educational institutions doing the most to support America’s veterans and their qualified family members, as students—a distinction of which UTSA is very proud. The UTSA Veterans Certification Office, which employs four full-time certifying officials at the Main and Downtown campuses, certifies more veterans for VA educational benefits than any other four-year state supported school in Texas—approximately 3,700 annually. As part of UTSA’s veteran outreach efforts, UTSA VA staff members visit area community colleges to meet with students and provide transfer assistance. There are future plans to expand this outreach program to area military institutions.

The UTSA Veterans Certification Office has developed comprehensive checklists to help veterans and their qualified dependents navigate the numerous VA educational...
Advisory Committee is collaborating with academic services to find ways veterans can be granted academic credit for certain types of military training. The newly formed Veterans Portal on the UTSA Veterans Certification Office website consolidates campus and community resources for veterans in one convenient place, providing the means for service members anywhere in the world to get information about using VA benefits at UTSA and throughout San Antonio.

VetSuccess on Campus is a collaborative effort between UTSA and the Department of Veterans Affairs (VA) with the purpose of providing a supportive on-campus environment for student veterans. Since coming to UTSA in 2012, VetSuccess on Campus has been reaching veterans around the world. Wendy Foster, one of two full-time VA VetSuccess vocational counselors at UTSA said, “I received a call by satellite phone directly from Afghanistan to coordinate services.” Another veteran was handed her business card while serving in Germany. The goal of VetSuccess on Campus is to simplify and streamline the process of obtaining VA and UTSA services. In some cases, VetSuccess has assisted with the veteran’s UTSA application and coordination of educational benefits before the veteran has ever stepped on campus.

VetSuccess vocational counselors provide guidance to veterans in the selection of marketable degrees with good job prospects and, if needed, can often identify alternative resources to help them reach their educational goals. “We give veterans choices. We don’t tell them what to do,” said Foster. The VetSuccess counselors and the UTSA veteran certification team provide the human touch so important to the veterans’ adaption to both civilian and campus life. They excel at the “warm handoff.” For example, in coordination of campus services, VetSuccess counselors can remove barriers and speed things up by quickly accessing required documents and walking the student to the needed office. But, the counselors’ efforts aren’t limited to education. They also connect veterans with other VA resources in San Antonio as part of a comprehensive, whole-person approach to services that gives veterans the greatest chance of success at UTSA.

**VA Student**

**ERIC SEXTON**

**HIGH SCHOOL**  
John Marshall High School in San Antonio—Class of ’95

**SPORTS**  
Swimming and Football

**DEGREE**  
BS, Kinesiology, UTSA, May 2013

Current participant in UTSA Coordinated Program in Dietetics at the graduate level. Upon graduation will receive a BS in Nutrition and Dietetics and an MS in Dietetic Studies. Attending UTSA through GI Bill and Hazlewood benefits.

Sexton served in the U.S. Coast Guard (USCG) from 2000 to 2008, during the Coast Guard transition from Department of Transportation to the Department of Homeland Security. He started out on the Law Enforcement Boarding team searching international vessels for weapons of mass destruction, but 18 months into his enlistment he was accepted to Coast Guard Rescue Swimmer training. He was one of only three members of his class to graduate. During the Hurricanes Katrina and Rita Rescue Relief Operation, Sexton was a part of the largest group of rescue swimmers ever assembled. People magazine named the USCG “People of the Year” for 2005.

Eric was the first member of his family to graduate from college. Now, based on his example, other family members have made the decision to start or continue their education. He stresses that age shouldn’t dictate whether or not you go to college. In fact he confesses to being a much better student now than in his pre-Coast Guard life. His military experiences have given him the ability to handle just about anything on dry land. “I’ve had an awesome experience at UTSA. I have nothing but good things to say” said Sexton.

Sexton has a 17-month-old son and future Roadrunner, Liam, who attends the UTSA Child Development Center.
**Student Employee Experience**

**Khian Antwi**

The University of Texas at San Antonio has proven to be an excellent university that excels in shaping and molding its students. I have grown immensely in the three years that I have been a student at this university. As an incoming freshman in the fall 2010 semester, I encountered numerous opportunities to become involved with various organizations on campus such as VOICES, Pre-Medical Society, and the Victory in Praise Gospel Choir. Joining different organizations forced me to create relationships with other students as well with the professional staff. I resided in Chaparral Village my freshman year, where I also made numerous friends. A close friend of mine worked at the front desk of Chaparral Village as a student assistant and brought to my attention that positions were going to open during the summer. In the summer of 2011, I applied to become a student assistant at Chaparral Village, which resulted in me receiving the job. I gained various skills while working as a student assistant and also was granted opportunities for professional growth. Providing great customer service from answering phones to giving tours is one of the main skills that I acquired from being a student assistant. I frequently stated that I wanted to know everything that there was to know about UTSA Housing and Residence Life. After being employed as a student assistant for a year, I applied to be a resident assistant. Fortunately, I received that job as well. Being a resident assistant taught me that not every person and situation is the same. Resolving conflict, providing educational and social programs for residents, and serving as a main resource for any questions that residents may have are just a few of the skills I gained from that position. Constantly reminding myself that I wanted to gain experience in every aspect or level of UTSA Housing and Residence Life, I applied to become a community assistant for 2013–2014 school year. The position of a community assistant is to serve as a resource to the resident assistants. A community assistant also serves on committees within UTSA Housing and Residence Life as well as the university. With great appreciation, I was awarded the community assistant position. Overall, my experience here at The University of Texas at San Antonio has been a fulfilling one, and I am excited to see more great things to come from this establishment as well as myself as I enter into my final year. Go ‘Runners!

**Ediri Nesiama**

From the moment I joined the UTSA Housing and Residence Life Staff in the fall 2012 semester as a resident assistant (RA), I have gained countless skills, experiences and opportunities. Having already been a student leader on campus through my multiple involvements in student organizations such as the UTSA Ambassadors, I feel the position of being an RA for UTSA Housing has been able to expand and enhance my existing leadership skills. Since working as an RA, I have personally improved in my accountability, responsibility, public speaking, customer service, teamwork, goal setting and time management, all by being a leader to about 45–60 residents, providing learning and social events to residents, providing service to parents and guests, collaborating with other RAs, meeting deadlines and expectations, and many other responsibilities that come with the position. The immediate difference in the leadership experience of being an RA versus other leadership positions on campus comes from being able to serve as a mentor to students on a more personal level. Having that continuous one-on-one opportunity all semester makes all the difference in being able to successfully advise a student and I am happy and grateful that I now have that opportunity to do so as an RA. Along with the skills and experiences are the direct and indirect opportunities within and outside of housing such as being able to interview prospective housing and university faculty and information on opportunities to further improve my leadership skills at leadership conferences. In all aspects of being an RA, I have been able to benefit from the position and I continue to do so. As I work with UTSA Housing and Residence Life, my leadership skills, experiences and opportunities only increase and put me in an excellent position to be better academically and professionally as I pursue my career. I will forever be thankful that I was given the opportunity to become a part of the UTSA Housing and Residence Life team and I look forward to more impactful semesters to come!
20 Years of Service, Leadership, Education and Teamwork

In March 1993, Rena Sardo-Buley, assistant director of Student Activities at UTSA at the time, selected four student leaders to attend the COOL Conference at the University of Illinois. The theme for the conference was, “Listen to the Voices, Make the Connections!” From their experiences Tom Brown, Manny Longoria, Rosa Mina and Carl Muniz brought back ideas and plans to promote community involvement among UTSA students, faculty and staff. With the time and effort from the four founding members, Volunteer Organization Involving Community Education and Service (VOICES) debuted at the fall 1993 Volunteer Opportunities Fair. VOICES was founded on the four principles of service, leadership, education and teamwork, principles that continue to serve the organization in its 20th year at UTSA.

From those four founding members, VOICES has grown to an organization of more than 150 active members and annually inducts 50 or more new members every year. In the 2012–2013 school year, the organization completed 232 community service projects with San Antonio nonprofit organizations that include Eastside Boys & Girls Club, San Antonio Children’s Museum, Ronald McDonald House, SAMMinistries, Saddle Light Horseback, St. Vinny’s Bistro and 85 other nonprofit agencies. Their total service for the year was 7,525.75 hours, which is valued at $169,856.17. “Without VOICES, it would be nearly impossible to make the Walk for Autism such a great success,” said Stephanie Jerger of Any Baby Can.

Past VOICES president, Tanita Wiley said, “VOICES has impacted my life because it was through this organization where I not only had the opportunity to serve the community, but also become more aware of different issues in the world. VOICES allowed me to witness first-hand how powerful a group of students can be when they come together.”

The winner of the 2013 UTSA Volunteer of the Year Award and VOICES member, Rita Adeyinka said “VOICES is more than a student organization, it is a life experience that changed me from a concerned bystander to an active citizen. I cannot imagine my life without volunteering!”

Since its founding, many VOICES programs and projects have grown and developed to keep up with the changing pace of the university and the students. As UTSA strives toward Tier One status, VOICES serves as a catalyst for students to become global citizens through their Alternative Spring Break (ASB) program. ASB empowers and challenges students to understand their relationship within the global community through education, reflection and direct service, while on weeklong service trips over spring break. Past ASB trips have been to Piedras Negras, Mexico, Big Bend National Park, New Orleans, Los Angeles, Oklahoma City and most recently to Atlanta, Ga. VOICES hopes to sponsor an international trip for students in the upcoming years.

“Over the years, VOICES has given me the opportunity to network, develop leadership skills and serve my community in a fun and exciting environment. Due to my great experiences over these past four years, I continue to dedicate myself to the greatest service association on campus. With the organization reaching 20 years of existence, I hope to continue the successful legacy of VOICES, while enhancing the knowledge of our members not only on topics regarding issues in our community and country, but the world as a whole. We must look deeper into service and focus more on the problems and what we as a group can do to solve them.” said Nico Cousby, VOICES president.

Student Excellence

UTSA’s chapter of the Alpha Chi National Honor Society received the President’s Cup for having the most outstanding chapter in the nation. Former vice president of Alpha Chi, Martha Wright said, “As a transfer student from California, I did not know anyone at UTSA. Joining Alpha Chi allowed me to meet people, most of whom were outside my degree program, which has given me a greater appreciation for the multidisciplinary nature of so many projects. Being an officer in Alpha Chi also taught me how to manage my schedule as I became increasingly involved in campus life. Winning the President’s Cup is an outstanding achievement that our members should be proud of!”

VOICES
completed
7,526
HOURS OF SERVICE
and inducted
65
NEW MEMBERS
Examples of Sportsmanship

Four members of UTSA’s men’s track and field program were honored with the Western Athletic Conference (WAC) Student-Athlete Advisory Committee Sportsmanship Award. Jonas Gutierrez, Roscoe Robinson, Ronson Small and Tyler Williamson were nominated by Texas State’s Timothy Young for their actions during the 2013 WAC Indoor Championships in Albuquerque, N.M. Young nominated the quartet for their actions before the men’s long jump finals. The group of Roadrunners had qualified along with Young. Before the competition, Gutierrez, Robinson, Small and Williamson were huddled together going through pre-competition rituals. Young, the only Texas State athlete in the finals, was sitting by himself on the bench getting ready for his jumps. Williamson and his teammates noticed this and approached Young with the offer to join their huddle. It was members of rival teams huddled together, setting differences aside to support each other before competition.

“I’m proud of the fact that Jonas, Roscoe, Ronson and Tyler were recognized for their actions at the WAC indoor meet,” head coach Aaron Fox said. “It transcended competition, especially with an athlete from our chief rival. Sportsmanship is one of the core values we preach within our program, and their actions showed it is more than just about winning.”

Supporting Excellence

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Supporting Excellence

Through IMLeagues software students can enhance their intramural experience by tracking their games, becoming fans of their favorite intramural team and voting for intramural MVPs.

Ask Rowdy is a smart-FAQ answering system that allows students to type in questions and receive a tailored response. In 2012–2013, students asked more than 167,000 questions about Admissions, Financial Aid, Registrar and Fiscal Services. Of those questions asked, 93 percent received immediate answers. The success of Ask Rowdy within these four areas...
Learning Beyond UTSA

Six student staff members and four full-time staff members in the University Center (UC) headed to St. Louis, Mo. to “Discover New Perspectives” at the Association of College Unions International (ACUI) annual conference. Staff members attended educational sessions, networking events and panel discussions that helped them gain insights on topics relating to the college union environment.

Eradio Gomez, a junior studying architecture who works in the UC as a graphic designer, particularly enjoyed the conference. “I had a great time learning about marketing in student union buildings and speaking with many architects who actively design student union buildings across the U.S.,” Eradio said. “The sessions and networking I participated in will be very helpful as I continue my studies and my work at UTSA.”

Additionally, Events Management student manager Sydney Mullings was selected from the UC student staff to attend I-LEAD, an annual conference organized by ACUI, where students learn to lead with integrity.

Rowdy Jobs continues to be an important online tool from the University Career Center, helping students during the job search process. The Career Center at the Downtown Campus offered 65 webinars with 750 students attending. Interview rooms now include Skype video conferencing, facilitating employer interviews and counseling appointments for students unable to visit the career center in person. Of great help to student jobseekers is Interview Stream, an online tool to help students practice, record and assess their interviewing skills. The program was added as a requirement for students enrolled in the COU 2013 Career Development course and the Multidisciplinary Studies Senior Seminar during the spring 2013 semester.

The new Student Disability Services (SDS) website provides accurate and accessible information to both current and future students and visitors with easy-to-use, comprehensive information on disability services, programs and disability referral. Through its new Facebook page, SDS hopes to engage more students to use its resources and promote the idea of inclusion and diversity on multiple levels throughout the university.

Over the last two years, Student Disability Services has seen 20 percent growth in students with disabilities seeking services and the demand for assistive technology has dramatically increased. As a result, Student Disability Services has created a state-of-the-art Adaptive Testing Center equipped with screen recognition software that will audibly read digital information to students who have print disabilities and voice recognition software that can help students who write by talking to a computer.

Student Health Services transitioned from paper charts to electronic health records (EHR) tailored to the individual needs of each service area, resulting in improved levels of customer service to students, decreased patient wait times and increased efficiency. Students now enjoy online appointment scheduling, medical form availability and access to their medical information.

We have continued to communicate with our students and student organizations to get them registered on Rowdy Link, the software platform used to communicate events, register student organizations and get students involved on campus. There are currently more than 9,000 users in the system, and more than 4,000 of these users are actively involved on campus. This continues to allow communication with student organizations and communication around the clock. Additionally, students can produce a co-curricular transcript as evidence of their learning and involvement at UTSA.
What students shared this spring through the UTSA Listens program

“It's awesome! UTSA has changed a lot—there’s more school spirit and I dig it, especially football!”
“I love UTSA! I was supposed to transfer, but loved it, so I stayed.”
“Great experience—Roadrunner Days helped me get ready for the first day of class.”
“It's been fun—there are lots of ways to get connected and meet new people and lots of great events!”
“School spirit has gone up.”
“UTSA is more than I expected—it’s a great place to study and to have fun.”

What students are saying about Campus Recreation

“This morning I attended a group exercise class, and it was a blast! They are a lot of fun as well as quite the beneficial addition to your life. The positive health benefits are quite invaluable so you can’t go wrong.”
“The UTSA Rec [Center] is completely awesome—one of the reasons I came to UTSA in the first place.”
“I feel as though Campus Rec is helping me maintain a healthy and positive lifestyle. The staff is also very helpful and knowledgeable about the facility and equipment. They’re very helpful with the equipment and even camping advice and how to use all the resources available.”
“Campus Rec is an awesome atmosphere to be in, and it's really clean and has a lot of good options for different styles of workouts.”

Nearly 17,000 students attended 137 programs provided by the University Center Program Council (UCPC). A 2013 benchmarking survey of Texas and other aspirant universities indicated the UCPC provides programming above and beyond that of peer institutions:

- **48 percent** more late-night events than the average of schools that responded.
- **23 percent** more day time events than the average of schools that responded.
- **204 percent** more weekend events than the average of schools that responded.
The student journey is about learning and transformation. Students develop leadership skills, career-based knowledge and responsibility in order to become contributing members of society. Graduation marks the culmination of the student journey and the beginning of a new journey as UTSA alumni.
Transforming Commencement

The transformation of the UTSA Commencement ceremonies in spring 2013 from the UTSA Convocation Center to the Alamodome in downtown San Antonio was a triumph of coordination between UTSA, the Alamodome and several San Antonio entities. In past years, space limitation at the Convocation Center severely limited the number of guests graduates could invite to Commencement. It became obvious that UTSA had outgrown the Convocation Center and needed to find a new venue for Commencement. In the Alamodome, graduates would be free to invite as many guests as they would like to share in their special day.

To ensure that students were aware of the venue change, a university-wide communication campaign was launched early in the spring 2013 semester. Behind the scenes, the UTSA Special Events staff got to work coordinating everything from the busing of commencement volunteers to the Alamodome to the closing fireworks display.

Transportation for more than 100 Commencement volunteers was arranged. UTSA Parking and Transportation answered the call by providing shuttle service to the Alamodome and back to UTSA with the coordinated use of VIA transit stations. Banners and podiums were brought to the Alamodome from UTSA, but the piping and draping needed to transform the Alamodome into a collegiate setting was obtained through an outside source.

UTSA Marketing created the graphic for the Alamodome electronic sign and a video production for 25,000 guests to watch the ceremony. The greatly increased numbers of graduates participating in each ceremony required reworking the pre-commencement check-in and assembly procedures proctored by the Graduation Coordination Office staff and a cadre of volunteers. As Charlin Jones from the UTSA Special Events Office said, “We had to jump in feet first and make it happen.” At the conclusion of the ceremony, graduates and guests were treated to a celebratory fireworks display befitting a landmark day for both graduates and UTSA.

Student-Athlete Preparation

The University Career Center (UCC) recently hosted a workshop presented by Matt Foxall of AXA Advisors that helped student-athletes understand several different facets of preparing for future careers. The presentation, “The Power of Loving What You Do,” helped show the student-athletes what to expect when preparing to enter a professional career field.

Several demonstrated professional dress for the workshop by using the UCC’s Career Closet, which allows them to borrow outfits for interviews instead of having to purchase them on their own. They also went through a mock interview session with the UCC staff. Career counselor Stefanie Cisneros said, “We work together through a self-assessment process to explore and make decisions on career paths. Our ultimate goal is to make each student better able to market themselves upon graduation.”

495

Graduate Students (41 Ph.D. and 454 Masters)

attended

Career Center Workshops, INFORMATION SESSIONS, Career Fairs, Webinars and Table Recruiting Events

Scan this code using your smartphone or device to watch KSAT12’s coverage of UTSA’s Commencement at the Alamodome.

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Scan this code using your smartphone or device to watch KSAT12’s coverage of UTSA’s Commencement at the Alamodome.
It’s All About Graduation

As a result of the UTSA Graduation Rate Improvement Plan (GRIP), the University Career Center (UCC) has the opportunity to showcase the value of early career development and guidance. The Academic Inquiry course that all first-year students will attend in fall 2015 will involve the Career Center MyPlan Assessment to help students identify their interest areas and make a better major selection early in the academic journey. The UCC also is involved with developing more job opportunities on campus. The University Internship Program will assist students with gaining work experience in their fields of interest on campus and create a rigorous academic expectation to motivate students to finish their degrees in four years. Pilot programs for both begin fall 2013.

Excellence for All Students

Student Disability Services (SDS) continues to collaborate extensively with the University Career Center through a mutual federal recruitment/referral program called the Workforce Recruitment Program. This program connects federal and private sector employers nationwide with highly motivated college students with disabilities. In addition to this program, SDS and the UCC actively promote the hiring of students with disabilities.

Transforming Journeys

The E.P.I.C. Journey provides life-transforming mentoring experiences for students facing disciplinary action. In a recent survey, 94 percent of students either strongly agreed or agreed that they planned to make different choices in the future as a result of the meeting and discipline experience. The staff walk alongside students in their journey. The journey is not always easy. Sometimes staff don’t immediately realize that they have helped students be successful. Here is just one of many examples.

A student returned after being away from UTSA for a serious criminal incident on campus. The student had been transformed mentally, physically and emotionally from her experience and what she gained through the completion of her sanctions. The Student Conduct and Community Standards (SCCS) staff helped her make sense of this incident, what it meant to her E.P.I.C. journey, her UTSA journey and her life journey. SCCS provided constant encouragement and accountability that extended well after the sanctions.

The student got involved in a research program as an undergraduate and is in graduate school with plans to become a drug treatment counselor. To the family, this was epic—a matter of life or death, not just student success. This situation is not unique to this student’s journey. Many students experience life transforming events on various levels. SCCS has the honor of seeing student transformation at this level. The E.P.I.C. Journey is a team collaboration with other departments across UTSA. In this process, a unique strategy is developed with each student and the sanctions proscribed serve as a catalyst for change.

Stories like these are a great reminder that graduation is the culmination of not only a student experience but a life experience.

Professional Preparation

The University Career Center (UCC) produces programs that directly connect students with employers through multiple externships and employer site visits and the Leaders Emerging As Professionals (LEAP) program. UCC partnered with CPS Energy and College of Engineering students’ LEAP program, which “graduated” three students. The intent of the program is to create a talent acquisition stream for students interested in the industry to gain an internship and possible conversion to a full-time position.
Graduation is not the end of the UTSA experience. Graduates transform into loyal and spirited alumni, some of whom also become dedicated UTSA employees. Alumni and employees give back to the UTSA community, representing the Roadrunner spirit that lives within them and reflecting on the Roadrunner Creed: “Now and Forever, I am a Roadrunner!”
A Focus on Transformation

The Transformation Fund awarding philosophy is to provide support on a one-time basis to innovative programs and services that fill real and immediate needs and align with the Student Affairs strategic plan. Without the generous support of individuals who donate to the Transformation Fund, we would not have been able to provide this record level of support.

Student Affairs is pleased to recognize the 2012-2013 projects funded by the Student Affairs Transformation Fund. Seven proposals were selected, representing $10,750 in funding.

Cultural Graduation Events: Inclusion and Community Engagement Center
Funds supported the enhancement of the annual UJIMA Black Graduation and Achievement Ceremony and the creation of a Lavender Graduation and Achievement Ceremony for GLBTQ students.

Civil Rights/Social Justice Movement Trip: Student Leadership Center and Inclusion and Community Engagement Center
Funds supported the second annual five-day trip in January.

Alcohol Awareness Week Keynote Speaker: Student Activities and Athletics
Funds assisted with expenses for keynote speaker, Dr. Lori Hart, for annual Alcohol Awareness Week.

Fraternity and Sorority Leadership Conference: Student Activities
Funds supported the creation of a leadership conference for members of the UTSA Greek community.

VOICES National Conference on Volunteering and Service: Inclusion and Community Engagement Center
Funds provided the opportunity for three student leaders—Nico Cousby, Jantel Fontenot and CaShonda Henderson to attend a national conference on volunteering and service.

Staff Orientation Guest Speaker: Housing and Residence Life, Campus Recreation and University Center
Funds assisted with expenses for a guest speaker, Dr. Beverly Chiodo, during the department’s student staff orientation and training.

Service-Learning Symposium: Inclusion and Community Engagement Center
Funds supported the creation of a Service-Learning Symposium, which provided students an opportunity to highlight examples of their service-learning projects.

Removing Barriers in the Journey

As in previous years, there is a great demand for interpreter and captioning services as students make more requests for interpreters and captionists for field placements, internships, academic support services such as tutoring and supplemental instruction, and university-sponsored events. Student Disability Services has developed an extensive captionist training program that includes advancement for captionists who serve as mentors to new captionists and which promotes advancement and longevity.
Erika Cox was hired as a work-study student in the Financial Aid Scholarship Office the summer after her freshman year and loved it from the beginning. Then, she became a student employee in the Communication Department, working in the lab and eventually graduating in 2003 with a major in technical communications.

After graduating and working for some time in retail business, she applied for a Student Development Specialist I position in the Enrollment Services Call Center. When she saw the posting and remembered how much fun it was working on campus, she thought, “This is the coolest job ... I don’t have to leave college ever!” But, after a year or so, she realized that what she was doing was not just fun but also positively impacting others’ lives. She enjoyed talking with students and parents and helping them because she knew what college had done for her.

To this day, she keeps the first thank-you card she received from a parent posted on her wall. Erika always thought she wanted to help people, and eventually realized that she was helping people by influencing their success in college. She then moved into a supervisory role as the Financial Aid and Enrollment Services offices were building the concept of a one-stop center for students. Because of this new direction, she had the opportunity to hold a senior training specialist position.

In 2008, she was selected as assistant director of enrollment services, supervising the Call Center, where she previously worked. Training and employee development has been a theme throughout her positions, and she also has been a member of the Student Affairs staff development team since 2008. One of the major responsibilities of this team is coordinating the annual Student Affairs conference.

She feels that it’s important for employees to enhance their soft skills, not just expand what they know. Serving on this team allows her to use her passion for training and connect with others in the division.

She says, “Our division is very unique because we are invested in our students and we care.”

As an alumna, Erika is even more invested and wants others to love UTSA the way she does.
Supporting the Student Experience

Student Affairs is raising $35 million for:

**Providing Access to Excellence**
Offering students opportunities for educational attainment through scholarships, fellowships and programs designed to foster success
- Scholarships for undergraduates
- Fellowships for graduate students

**Serving Society**
Establishing and advancing centers of knowledge and direct services that will help address the issues that are most critical to San Antonio, Texas and the nation
- Service-learning opportunities
- Alternative Spring Break trips
- Volunteer programs

**Enriching Experiences**
Creating a vibrant, world-class campus life so our students have fulfilling collegiate experiences and our community is engaged
- Leadership development programs
- Career development workshops
- Spirit of San Antonio Marching Band
- Student involvement programs

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To learn more about the We Are UTSA Capital Campaign, visit [weareutsa.com](http://weareutsa.com)
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Financial Aid
Housing and Residence Life

Inclusion and Community Engagement Center
Office of the Registrar
Orientation and Family Programs
Special Events Center
Student Activities
Student Conduct and Community Standards

Student Disability Services
Student Health Services
Student Leadership Center
Student Ombudsperson
Undergraduate Admissions
University Career Center
University Center

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Assessment Leadership Team
Awards and Recognition Team
Education Team
Staff Development Team
Staff Networking Team
True Colors Team
Writing Team
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