Keeping up with the H@X0rs: Protecting UTSA & Yourself Against Attack

Hacking was originally a term used to describe the innocent exploring of networks and computer systems. It has evolved into a diverse mixture with everything from kids using automated tools to hack friends, to full-blown cyber-warfare between countries. We will discuss the different types, the tools they use and ways to protect yourself from their attacks.

Leadership and Alignment

The management model presented in this session is entitled “Leadership and Alignment.” In this session, participants will be encouraged to develop and become involved in achieving their leadership goals. The presentation is participative and will include references to movies including Remember the Titans. At the end of the presentation, the group will have a visual concept of a successful team environment.

The Leadership Dance

This class will cover leadership concepts through lively, interactive participation. We will explore and discover the creative side of leadership—leading and following. Participants will identify areas of strength and opportunities for growth in their leadership skills. Come learn how communication, connection, collaboration and creativity are incorporated by effective leaders.

Management with Michael Scott

Weekly, many of us squirmishly watch The Office to see Michael Scott bumble his way through important management and supervision situations that face us nearly every day in our positions. What, if anything, can we learn from Michael’s experiences? Join our presentation to take a humorous, yet practical, approach to important management and supervision issues so we can be the ‘World’s Best Boss.’

The Next in Line: Student Managers

This session will give you tips on: 1) The purpose of a student manager, 2) How to start the process of hiring a student manager, 3) Communicating with your student manager, 4) The benefits to the student and full-time supervisor, and 5) The benefits to your department.

Second Life: The Role of Virtual Worlds in Education

Explore the virtual world of Second Life and discover the many ways it is being used at UTSA, at other universities and around the world. Discover how you can use Second Life -- by attending virtual meetings and classes or exploring UTSA’s ArtSpace and miniature campus. Magic carpet ride included.

Six Dimensions of Wellness

This presentation will cover the six dimensions of wellness and steps to begin a behavior change in lifestyle. Included will be a detailed presentation of the “Rowdy New U” Wellness Program that is available to faculty and staff and an opportunity given to those who would like to sign up for this program.

This is the UC!

Come and learn how the University Center and its partners can help your office and programs to be successful. Speed through an overview of UC services and capabilities and then test your knowledge with a fast-paced UC Jeopardy game show complete with prizes.

Verbal Judo

This presentation will cover the topic of how to deal with disruptive people using techniques from the book Verbal Judo by Dr. George Thompson. The skills covered in the presentation will give participants the tools they need to de-escalate confrontational situations while maintaining their professionalism.

Vision UTSA

UTSA is poised for change. In this session, visit with a varied panel of UTSA leaders as they discuss key areas of growth and change at the University: the Campus Master Plan, the Quality Enhancement Plan and SACS Re-accreditation.
# 2010 Student Affairs Conference Session Summaries

## Advisor Swap: Cross-Training Immersion Program
Advising centers have successfully developed an advisor training program known as “Advisor Swap” with the goals of retrieving best practices and establishing better connections with colleagues and students. In this presentation, we will discuss the birth and application of the program and the learning outcomes reported by advisor participants. Participants will receive concrete information about how to take this training back to their work areas and adjust it to their needs.

## Brightening Your Colors:
True Colors is the common language within Student Affairs and we all know well our dominant color. But, have you ever wanted to strengthen or “brighten” your other colors? This interactive program will build on the previous knowledge gained in the basic True Colors training and give you the tools to brighten other colors in your spectrum to develop balance.

## Building Two-Way Bridges with Academic Affairs:
This hands-on, introductory level workshop targets conference participants who would like to learn how to meet the needs of their targeted student population by collaborating with Academic Affairs. Participants will be given a packet of information and led through a series of both individual and group activities. This workshop will demonstrate how to connect, communicate, collaborate and create a unique opportunity to increase student success at UTSA.

## Commitment to Community
Each of us is part of a community whether it is in your department, the Division of Student Affairs or the greater UTSA community. Come join us to learn about the components that make up community, what role you play in the overall picture and how we can build a stronger community. Attendees will participate in a team building activity that will explore values such as trust, honesty, compassion, and respect.

## Cooking with the 4Cs!
This interactive cooking demonstration will enable participants to experience teamwork through cooking. We will use the kitchen as a life/workplace lab for topics such as communication and division of labor. Everyone will have a “hand” in it. This session will be offered at the Recreation Center Demo Kitchen immediately after lunch. Don’t fill up at lunch because we will eat!

## Difficult Encounters
Participants will be guided in a discussion concerning common negative employee behaviors. Next, they will be given a scenario and break into working groups to explore some ways to resolve the situation. The instructor will provide some hallmark strategies after each group is allowed time to share their results.

## E.P.I.C. Journey: Student Mentor Program
The E.P.I.C. Journey Sanctioning Model is an innovative approach to addressing student behavior through the assessment of Engagement, Personal Development, Interpersonal Development and Community Membership. This presentation will provide an overview of the E.P.I.C. Model, show how Student Affairs professionals can be an integral part of the E.P.I.C. Journey by becoming a Mentor, and will demonstrate how to utilize effective mentoring practices with all UTSA students.

## Exploring Customer Service on the Front Line
This workshop, “Exploring Customer Service on the Frontline” is intended for all Student Affairs employees so you might learn how to hone your current customer service skills, learn some new techniques and provide a learning environment where you can interact with each other in a positive way.

## Generational Differences
This session focuses on how age differences impact leading and managing in complex organizations. Age cohort influences on culture, work styles, professional orientation and social etiquette is examined. Generational issues that negatively affect organizations are identified and discussed. Techniques and strategies that enhance the ability of leaders to successfully manage and motivate individuals from various age groups are presented.

## The Importance of Balance
In a world where we all take too much on and want things done sooner than later, the importance of a balanced lifestyle is often forgotten. In this session, we will explore potential areas of imbalance: from diet and exercise to time at work versus time at home and the consequences of imbalance. Participants will learn to identify the symptoms of imbalance so we can identify and address these symptoms.

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### 2010 Student Affairs Conference Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>7:45-8:15</td>
<td>Registration and Refreshments (UC Denman)</td>
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<tr>
<td>8:15-9:00</td>
<td>Welcome, Keynote Address- Dr. Gage E. Paine (UC Denman)</td>
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<tr>
<td>9:00-10:15</td>
<td>Concurrent Sessions</td>
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<td></td>
<td>The Leadership Dance- Dr. Gage E. Paine (UC Denman)</td>
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<td>Difficult Encounters- Dr. Paul Machen (UC Harris)</td>
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<td></td>
<td>Building Two-Way Bridges with Academic Affairs: A Collaborative Approach for Engaging Students- Michelle Montanio &amp; Dionne Davila (UC Hidalgo)</td>
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<td>This is the UCL! Jared Jones (UC Hidalgo)</td>
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<tr>
<td>10:15-10:30</td>
<td>Break- Refreshments available in the UC Denman &amp; UC Harris</td>
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<tr>
<td>10:30-11:30</td>
<td>Concurrent Sessions</td>
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<td>Second Life: The Role of Virtual Worlds in Education- Sara Bordelon &amp; Dr. Joe DeCristoforo (UC Pecan)</td>
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<td></td>
<td>Leadership and Alignment- Leopoldo “Polo” P. Cervantes (UC Bexar)</td>
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<td>Generational Differences- Dr. Richard Lewis &amp; Joanne Ford-Robertson (UC Denman)</td>
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<td>Management with Michael Scott- Dr. Eric Cooper &amp; Erika Cox (UC Harris)</td>
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<tr>
<td>11:30-12:30</td>
<td>Lunch: The Denman Room is open for you to lunch in and enjoy snacks.</td>
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<td>12:30-1:30</td>
<td>Concurrent Sessions</td>
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<td>Commitment to Community- Keri Shiplerit (UC Denman)</td>
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<td>Cooking with the Four Cs!- Steve Kudika (Rec Center Demo Kitchen)</td>
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<td>The Importance of Balance- Heather Stark (UC Harris)</td>
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<td>Keeping up with the H@X0rs: Protecting UTSA &amp; Yourself Against Attack- Randy Todd (UC Hidalgo)</td>
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<tr>
<td>1:30-1:45</td>
<td>Break- Refreshments available in the UC Denman &amp; UC Harris</td>
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<td>1:45-3:00</td>
<td>Concurrent Sessions</td>
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<td>Brightening Your Colors- Misty Kelley &amp; Keith Pilger (UC Denman)</td>
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<td></td>
<td>E.P.I.C. Journey: Student Mentor Program- Jennifer Fueglein &amp; Adriana Alicea-Rodriguez (UC Hidalgo)</td>
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<td>Exploring Customer Service on the Frontline- Jeanette Francovich (UC Harris)</td>
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<td>Advisor Swap- Katherine Calucci, Patricia Gonzalez &amp; Joan Tsacalis (UC Bexar)</td>
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<tr>
<td>3:00-3:15</td>
<td>Break- Refreshments available in the UC Denman &amp; UC Harris</td>
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<tr>
<td>3:15-4:30</td>
<td>Concurrent Sessions</td>
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<td>Verbal Judo- Sergeant Geoffrey Merritt (UC Denman)</td>
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<td>Six Dimensions of Wellness- Kristes Phelps (UC Hidalgo)</td>
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<td></td>
<td>The Next in Line: Student Managers- Angela Hicks (UC Pecan)</td>
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<td></td>
<td>Vision UTSA- Panel Presentation (UC Harris)</td>
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</tbody>
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The Staff Development Team helps Student Affairs staff learn more about ourselves and our coworkers in areas such as leadership approaches, management and supervision styles, career enhancement, and numerous other professionally related categories. If you should have questions regarding Staff Development Team events, or wish to join the team, please email staffdevelopment@utsa.edu.

2009-2010 Staff Development Team Members

Eric Cooper, co-chair        Shirley Rowe, co-chair
Tammy Casas                 Erika Cox
Edna Dominguez              Claudia Giliberti
Jackie Hobson               Anne Jimenez
Kendra Kliesen              Steve Kudika
Anne Machintosh            Gabriel Mendiola
Keri Shiplet
Adriana Alicea-Rodriguez currently works as a Complex Coordinator for Laurel Village in the Office of Housing and Residence Life. She is a member of the E.P.I.C. Journey Sanctioning Model Core Team. Prior to UTSA, Adriana worked as a Hall Director at Texas A&M University and as an Assistant Residence Hall Director at the University of Vermont. She holds a Master’s Degree in higher education and student affairs administration from the University of Vermont, and a Bachelor’s Degree in public relations from Marquette University. Adriana is originally from Puerto Rico, and loves Sudoku puzzles and traveling.

Sara Bordelon works at UTSA in the Office of the Registrar and has been training UTSA and UT System faculty and staff in Second Life for over a year. Sara works with Dr. Joe DeCristoforo, the UTSA Registrar and campus liaison to the UT System’s Virtual Learning Community Initiative and Crystal Sperber, a graduate intern researching Student Affairs’ applications in Second Life. They are currently focused on expanding the educational and communication capabilities of the University through the use of virtual worlds.

Leopoldo “Polo” P. Cervantes, P.E. is a registered engineer, grew up in the Texas Hill Country. Upon graduating from Rocksprings High School, he attended Texas A&M University where he earned a Bachelor of Science Degree in Engineering. After earning his degree, Polo enjoyed an eighteen year career with Southwestern Bell. While at Southwestern Bell, Polo received his professional engineering license and became a registered professional engineer (P.E.). Polo also holds a Master’s Degree in Business Administration from the University of the Incarnate Word in San Antonio. In early 2000, Polo served as the City Engineer for the City of San Antonio, the seventh largest city in the United States. Polo is presently the Assistant Vice President of Facilities for the University of Texas at San Antonio where he is primarily responsible for managing the operation and maintenance of over 4.5 million square feet of tri-campus facilities.

Eric K. Cooper, Ph.D. is currently Director of Student Enrollment Services at UTSA where he supervises 31 staff members. Eric has a Bachelor’s Degree in Psychology, a Master’s Degree in Counseling, and a Doctoral Degree in Educational Psychology. Eric has 16 years experience in financial aid, registrar, admissions and advising where he has gained experience with supervision, project implementation, and committee leadership. In addition to his time as an administrator, Eric has taught numerous psychology courses since 1998 and believes the principles and concepts from psychology can lead to effective supervision and management. Eric loves helping people learn, develop and grow, and enjoys working with students and parents. Some of his personal interests include: bonsai, saltwater aquariums, tae kwon do (a Korean martial art in which he holds a third degree black belt) and training for triathlons. He and his wife have 2 greyhounds and 3 cats, and the entire family loves living in San Antonio.

Erika Cox is an Assistant Director of Enrollment Services at UTSA. Erika has been with Financial Aid and Enrollment Services since 2004 and currently manages the Enrollment Services call center which houses 10 staff members. Erika is a UTSA alumnus, having earned her B.A. in Communication. She has served on the Student Affairs Staff Development Team since 2008. Her favorite aspect of her job is counseling students and parents about the many avenues of aid available to make college more affordable. Some of her personal interests include reading, camping, walking her mini-schnauzer, grilling with family and friends and watching her 1 year old daughter learn and grow.

Dr. Joe DeCristoforo has been at UTSA since 2002 as Assistant Vice President and University Registrar. He previously had worked as University Registrar at both the University of Toledo and Indiana University of Pennsylvania. He had served as Assistant Director of Student Records at Georgia Tech for about eight years and Assistant Registrar at Kennesaw State University. Dr. DeCristoforo has over thirty years now serving in the student record community, and he feels
that the most amazing technology he has been witness to during his ten-
ure in higher education has been what he has learned regarding virtual
worlds and how this technology can be used in higher education. He is
serving as “campus lead” for the UT System Virtual Learning Community
Initiative grant project, representing the UTSA campus, and enjoys shar-
ing his varied experiences of the possible uses of Second Life on our
campus.

Dionne Dávila is the Access College and Excel (ACE) Program Coordinator at the downtown Tomas Rivera Center for Student Success where she recruits area high school students to receive scholarships to attend UTSA. She teaches a Freshman Seminar course every fall semester, conducts academic advising and oversees the mentoring program for the ACE program. A native of San Antonio, she graduated from Business Careers High School and received her B.A. in Psychology and her M.A. in Counseling from UTSA. Working with students is not just a job for Dionne, but a passion as well. She has 5 1/2 years of experience working with at-risk high school students and 4 years working with college freshman and sophomores. In 2007 she was voted Most Valuable Advisor by her peers.

Joanne Ford-Robertson, M.S., is the Senior Consultant for Round Top Consulting Associates. She has been a member of the firm since January 2003. In addition to working for Round Top Consulting Associates, Joanne is a Lecturer in the Department of Sociology at the University of Texas at San Antonio. She is the coordinator of the Sociology Undergraduate Internship Program and has specialties in the area of social stratification, inter-group relations and organizational change. Joanne conducts academic research with Dr. Lewis in the areas of inequality and interracial marriage. She earned her Bachelor’s Degree and Master’s Degree in Sociology from the University of Texas at San Antonio.

Jeanette Francovich has worked at the UTSA Main Campus Visitor Center since November 2007 as an Administrative Assistant. The staff at the Visitor Center interact with prospective students and families by providing University information, campus tours and offers programs geared toward highlighting all UTSA has to offer prospective students. Jeanette believes in providing excellent customer service to all who enter the Visitor Center. Jeanette provides this level of customer service with her people skills, investment in the success of the University and her education and experience. Jeanette has 21 years of customer service experience including experience in secondary education, higher education, the business community and volunteer organizations. Jeanette has an Associate’s of Applied Sciences in Administrative Office Management and a Bachelor of Science in Management.

Jennifer Fueglein is currently in her first year serving as a Coordinator in the Office of Student Judicial Affairs at UTSA. She worked previously with the University for two years in campus housing. She holds a Bachelor of Arts degree in English and a Master of Arts degree in Human Resource Development and Management from Webster University.

Angela Hicks began working at the University Center in 2005 as a Staff Assistant in the Events Management and Conference Services Office. Upon completion of her Bachelor’s Degree in Business Management, she tried out the corporate world, but soon came back “home” to the University Center in 2007 as the Information Center Retail Manager. She has a true passion for the development of students on campus. She is the chair of the University Center Student Development Committee and a member of the division’s Student Leadership Development Committee. She supervises 10 students, 2 of which are student managers. She is a graduate student at UTSA pursuing a Master’s Degree in Educational Leadership with a concentration in Higher Education.

Jared Jones joined UTSA in 2009 to market the UC’s wide range of services to the university family and the community at large, as well as coordinate marketing efforts with UC service-providers and businesses. He is the first to serve in this capacity for the UC. Prior to working at UTSA, Jared led U.S. marketing for the Transformers toy brand at Hasbro and began his professional career at a public relations agency in New York City. He has a Bachelor’s
Degree in public relations from Brigham Young University and a M.B.A. from Boston College. He enjoys trying out new recipes with his wife and daughter and is fascinated by super-heroes.

Misty Kelley received a Bachelor of Business Administration in Economics and Finance from Washburn University (1997) and a Master of Science in College Student Personnel from Kansas State University (1999). She has worked at UTSA since May 1999. She currently is the Associate Director of Student Activities. In her position, she oversees 250 student organizations and front desk operations. In addition, she supervises the Greek Life and Student Programming areas. She is very involved in her community. She has served as the President of the San Antonio Alumnae Panhellenic Council. She is in her seventh year of involvement with the Junior League of San Antonio. This next year, she will serve on the Executive Board of the Junior League as the Bylaws/Parliamentarian. In addition, she has been active in Kappa Alpha Theta since her initiation in 1993.

Steve Kudika is an Assistant Director of Fitness and Wellness with Campus Recreation in his third year at UTSA. Steve was an attendee of The Ohio State University and graduate of Northern Kentucky University where he earned Bachelor’s degrees in Applied Exercise Sciences and Sports Medicine. Steve later attended Clemson University where he was a graduate assistant for Fitness and Wellness with Campus Recreation. Steve earned his Master’s degree in Student Affairs Administration and Counselor Education. During his time at Clemson he worked in the offices of Athletics, the Dean of Students, Judicial Affairs and Parents Council. In addition to his responsibilities with Recreation Center, Steve is an advisor for Sigma Pi and the Wrestling club. He also has been involved with Rowdy New U program and wellness initiatives with Heath Services, Cancer Awareness Month, Rowdy Wing Fling and the Staff Development team.

Dr. Richard Lewis, Jr., Ph.D. is a Professor of Sociology at the University of Texas at San Antonio. His academic specialties include the areas of diversity management, strategic planning, public administration and social science research. Dr. Lewis served as Associate Dean for the College of Liberal and Fine Arts from 1997 to 2002. He was a Special Assistant to the President of the University from 2002 to 2007. Dr. Lewis has taught at Texas A&M University, St. Philip’s College and Our Lady of the Lake University. He is President of Round Top Consulting Associates, a firm he founded in 1990, which provides social science research and seminar facilitation. He has numerous publications to his credit that deal with the issue of social inequality and is the co-author along with Dr. George Yancey of “Interracial Families: Current Concepts and Controversies,” published by Routledge Press. He is presently at work on a second book, due out in 2010, which addresses the changing demographics in America. Dr. Lewis has been involved in a variety of civic activities. He is a former board member on the United Way Board of Directors and the Live Oak Economic Development Corporation. In addition, he has served on the VIA Metropolitan Transit Authority Board of Trustees and the Bexar County Housing Authority. Dr. Lewis received his Undergraduate Degree from Texas Tech University in 1976. He received his Master’s and Doctoral Degrees in Sociology from Texas A&M University in 1978 and 1981, respectively.

Dr. Paul Machen is the Senior Academic Advisor in the College of Sciences Undergraduate Advising Center at UTSA. He assists the director in the day-to-day management of the Center, oversees student outreach efforts and is the liaison to COS departments for all degree program issues. Dr. Machen also is a faculty member with the University of Phoenix and Southern Illinois University where he teaches graduate and undergraduate business management and adult education courses. Dr. Machen was a career US Air Force member for 22 years. He has held leadership positions for the Air Force, a non-profit, school board and support group organizations. His educational
background consists of a PhD in Adult, Occupational and Continuing Education and a Master’s Degree in Business Administration.

Sergeant Geoffrey Merritt has been in campus law enforcement since 1997. He has served on three different college campuses ranging from small private institutions to large public universities. He has served as a patrol officer, field training supervisor and patrol supervisor. Currently serving as the supervisor of the crime prevention unit, Sergeant Merritt has been a certified crime prevention officer since 2004. Presentations and subject matter that he has taught include self defense, alcohol awareness, and sexual assault prevention. Sergeant Merritt also conducts orientations, safety briefings and other community relations programs. He has presented at state and regional conferences for Texans Standing Tall and the Texas Alcohol Beverage Commission’s College Alcohol Symposium and nationally on webinars for Campus Outreach Services on the topic of sexual assault. He is an instructor for the Sexual Assault Family Violence Investigator’s Course (SAFVIC). Geoffrey Merritt has a Bachelor of Science degree and has a master peace officer license from the State of Texas. He is a certified police instructor and has had membership with the Texas Crime Prevention Association since 2005.

Michelle Montanio, Assistant Director of Student Activities at the Downtown Campus, has served UTSA for 15 years. She also is a UTSA alumnus, holding a Bachelor of Arts Degree in Psychology and has been a certified True Colors Facilitator for 10 years.

Dr. Gage E. Paine serves as Vice President for Student Affairs at The University of Texas at San Antonio. Prior to this, she has served as Vice President for Student Affairs at Trinity University in San Antonio, Texas (2000-2007), as Associate Vice President for Student Affairs and Dean of Student Life at Southern Methodist University in Dallas, Texas (1997-2000) and Associate Dean of Students at The University of Texas at Austin working in the areas of judicial affairs and disability services (1986-1997). She has taught a variety of classes and workshops on effective leadership at UTSA, Trinity University and SMU. She has presented workshops at numerous statewide and national conferences on such varied topics as the Americans with Disabilities Act, sexual harassment, hazing and legal issues in higher education. She holds a J.D. from Texas Tech and a Ph.D. in Educational Administration from UT-Austin. Her dissertation, entitled “A Study of the Development of Services for Students with Disabilities at Selected Universities”, focused on the impact of public policy on organization development in the area of disability services. She is a member of the National Association of Student Personnel Administrators (NASPA), a founding member of the Association of Student Judicial Affairs (ASJA) and a past president of the Texas Association of College and University Student Personnel Administrators (TACUSPA).

Panel Presentation (as pictured):
Kathy Calucci, Joan Tsacalis, Patricia Gonzales
Kathy Calucci, Director of the COLFA Advising Center, raised in San Antonio, earned her B.A. in Psychology with a minor in Counseling and Human Services from St. Mary’s University and her M.Ed. in College Counseling and Student Personnel from State University of New York at Buffalo. She has worked in Student Affairs for over 20 years beginning her professional career at SUNY at Buffalo, moving to Baylor University, then McLennan Community College and now to UTSA for the past 10 years. She is married to Tom Calucci, Detective Sergeant in the UT-SAPD and they have two children: Jonathan, 13 and Gianna, 7.

Joan Tsacalis, originally from Buffalo, New York, earned her B.A. in Psychology from the University of Cincinnati and an M.Ed. in Counseling with an emphasis in Student Affairs from Texas State University. Joan has been with UTSA since 2001, but has worked in higher education for 17 years, 11 of which in advising administration. Joan oversees advising activity at the College’s Freshman Advising Center. She enjoys playing flute, singing in the choir and most of all, being a mom.

Patricia Gonzalez, a San Antonio native, is a UTSA alumnus earning her B.S. in Biology as well as an M.Ed. in Guidance and Counseling with an emphasis in Higher Education from UT Austin. Patti has been with UTSA for 12 years and previously worked at Austin Community College and Our Lady of the Lake University. As the College of Science Advising Director, Patti supervises 12 staff members and numerous outreach programs.

Panel Presentation:
Dr. Lisa Blazer, Julius Gribou, Dr. Nandini Kannan, Dr. Nancy Martin

Dr. Lisa Blazer has served as the Assistant Vice President for Financial Aid and Enrollment Services at the University of Texas at San Antonio for 7 1/2 years. She has more than 18 years of admissions and financial aid experience at the private, state and technical college level and student loan secondary market experience. She served as President for the Texas Association of Student Financial Aid Administrators (TASFAA) for the 2007-08 year and has served as the chair of the Regional Training committee, coordinating more than 10 training sessions across the state for TASFAA. She has given presentations at the Missouri Association of Student Financial Aid Professionals (MASFAP) annual conference, and the Texas Guaranteed Student Loan annual conference. She has served on leadership teams and committees across the UTSA campus and conducted several workshops introducing the FISH concept. Lisa is an adjunct faculty member teaching leadership skills to incoming freshmen and provides professional development opportunities for her staff in leadership, teamwork, and customer service. Lisa has a B.A. degree in Piano Performance, an M.A.A. degree in organizational development and a Ph.D. in Education with an emphasis in organizational leadership.

Julius M. Gribou, AIA, IIDA, Executive Vice Provost and Senior International Officer
After earning a Bachelor's degree in Design from the University of Florida (1971) and a Master’s degree in Architecture from the University of Illinois, Champaign-Urbana (1977), Julius Gribou initiated his academic career at the University of Southwestern Louisiana (USL). His professional career as an architect was on a parallel track, as he became a registered architect in 1977. In 1985 Gribou joined the faculty at Texas A&M University as an Associate Professor, and subsequently was appointed as the Head of the Department of Architecture and a Professor. Since arriving at UTSA in 2000, Gribou has held the positions of the Director and Dean of the School of Architecture, the founding Dean of the College Architecture and the Ronald K. Blumberg Endowed Professor of Architecture, the Interim Provost and Vice President for Academic Affairs, and since February 18, 2008 the Executive Vice Provost. In July 2008, he assumed the role of the Interim Chief Information Officer (CIO) and in January 2009 he was appointed as the Senior International Officer (SIO). An educator and architect with more than 20 years of international networking experience, Gribou directs the development of UTSA's international programs, is responsible for space utilization and allocation, provides leadership in the master planning endeavors, oversees the academic compliance activities and represents the Provost in his absence.
Dr. Nandini Kannan is Professor of Statistics in the Department of Management Science and Statistics at UTSA. She received her Ph. D. in Statistics from Penn State University and a Master’s in Mathematics from the University of Pittsburgh. She will serve as the Project Director for UTSA’s QEP: Quantitative Scholarship: From Literacy to Mastery.

Dr. Nancy K. Martin is Associate Vice Provost for the Core Curriculum & Quality Enhancement Plan (QEP) and Associate Professor of Educational Psychology. Dr. Martin joined the UTSA faculty in 1993 and became Associate Dean in the College of Education & Human Development when the University re-structured in 2000. She is a former recipient of the President’s Distinguished Achievement Award for Teaching Excellence (1997), the Amber Award (2007), Distinguished Alumna for the College of Education, Texas Tech University (2004) and a past president of the Southwest Educational Research Association. A former public school teacher, Dr. Martin’s research agenda focuses on K-12 teacher classroom management styles.

Kristee Phelps joined the UTSA staff in November to be the faculty and staff wellness coordinator. She came to us from UT Tyler. She spent 5 years at UT Tyler as the Fitness and Wellness Coordinator for the Herrington Patriot Center and was the Head Volleyball Coach. She also taught in the Health & Kinesiology Department. She taught classes ranging from Community & Personal Wellness and Fitness Classes. Prior to UT Tyler, she spent 4 years at Wayland Baptist University as an instructor in the Sports & Exercise Science program and Head Volleyball Coach. She received her B.S. in Biology from Wayland Baptist University, and her M.S. in Sports & Exercise Science from West Texas A&M University. She is a certified personal trainer and a Cooper Institute Master Fitness Specialist.

Keith Pilger currently serves UTSA as the Coordinator of Student Activities Downtown. He began employment at UTSA in November of 2004. Keith holds a Bachelor of Science in Recreation and Parks Administration from Western Illinois University, and Master of Education degree in Higher Education Administration from Bradley University. He has worked in various facets of Student Affairs for over 16 years ranging from Residence Life to Student Activities. While serving as Director of Student Activities at various colleges in Illinois his programs were consistent award winners at Regional and National conferences.. He has served in various capacities at the regional level for the National Association for Campus Activities (NACA) and the Association of College Unions International (ACUI). He is an active marathon runner and hopes to one day qualify for the Boston marathon. Keith has been a certified True Colors Personal Success Seminar facilitator since 2005.

Keri Shiplet holds a Bachelor of Arts in Communication from The University of New Mexico in Albuquerque and a Master of Science in Educational Administration from Texas A&M University in College Station. She has been a part of the Roadrunner family since September 2008 when she came to us from Colorado College located in Colorado Springs, CO. In Colorado Keri served as the Coordinator of Campus Activities and worked with the fraternities and sororities, six programming committees, the student government, orientation and served as the general resource for all student organizations. Keri currently serves as the Assistant Director of Student Activities for Greek Life in the Office of Student Activities here at UTSA. Her job responsibilities include managing all operations of the fraternity and sorority community, advising the Multicultural Greek Council, Panhellenic Council, and Rho Lambda Honor Society. She has served on the Staff Development Team and the Awards & Recognition Team this past academic year.
Heather Stark is originally from Amarillo, TX but also has lived in Oregon, North Carolina and Georgia. She attended The University of Georgia for both her undergraduate and graduate degrees. Her undergraduate degree is in the area of Nutrition while her graduate degree is in the area of exercise science. Heather moved to San Antonio last May to take on the position of Assistant Director of Fitness & Wellness at the Campus Recreation Center. Heather enjoys researching and understanding all aspects of wellness. She also enjoys lifting weights, teaching group fitness classes and running.

Randy Todd is currently an Information Security Trainer in UTSA's Office of Information Technology. He graduated from St. Mary’s University in 2000 with a Management of Information Systems degree and has taught computer classes since. He has over 2,500 in-class contact hours and has taught at ACCD, UTHSCSA and UTSA. He has enjoyed teaching everything from computer basics to e-commerce to, most recently, windows administration and protecting UTSA data. He has had a love of computers since the early days of DOS and is self-taught on web development and computer programming. Previous to the Information Security Office, Randy worked as an ITA in the Office of Admissions, upgrading and maintaining the Admissions and Visitor Center websites as well as maintaining the prospective student database.