

Business Horizons

A monthly publication of Business Affairs

every person
every day
every job

January 2011

Calendar of Events

Survey of Employee Engagement
January -- 31

UTSA Homecoming
February 3 — 5

Kerry's Korner

Have you had a good laugh today? We hear a lot about healthy lifestyles, nutrition, etc., but what role does laughter and humor play? A good sense of humor really does make the workplace a friendlier place to be. "Your sense of humor is one of the most powerful tools you have to make certain that your daily mood and emotional state support good health."* In the last 3 weeks, I've had the opportunity to put my sense of humor to the test.

The other night I went back and forth repeatedly between two rooms in our house trying to recall why I'd entered either one of them; never did remember. As common as that might be, I even forgot from which room I originally started.

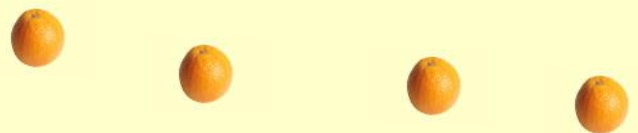
Brenda and I were driving back to San Antonio on January 1st and we stopped to get gas and take a restroom break. There was a 'convention' in the men's room so the wait was challenging. Then, attempting to exit the stall, the door was jammed shut. After three desperate tries, you can imagine my heightened anxiety. I would have paced, but there wasn't enough room. I couldn't ask anyone for help because, if you didn't know, unlike women, men do not speak to each other in the restroom. It's sort of an unwritten rule of the 'john.' And I certainly wasn't going to ask for help to get out of the stall. Options were dwindling. With the legs and knees not being what they used to be...and the floor not meeting my cleanliness standards, crawling under the narrow door space seemed impossible. Besides, I'd have to wait until everyone was gone, and you know, there's just not much room to stretch out on the floor. Couldn't climb over since the adjacent stalls were occupied. Can you imagine someone climbing over into your stall? I thought of calling Brenda for help, which would be embarrassing, but I had to get out, and on the positive side, it would be good fodder for the guys to share with their buddies. Besides, she was going to start worrying and send someone to check on me anyway. Having a complete stranger come in calling my name would have just been awful! Being my perceived last option, I reached for my phone only to discover that I'd forgotten the phone in the car. Finally got the stupid jammed door free and fled the store.

Sunday I accompanied Brenda to HEB. I pushed the cart because I don't have the faintest idea where to find anything. The store was crowded and it was fun to weave here and there and around everyone. The fun took a turn for the embarrassing when I walked by the orange bin, accidentally hitting it with my elbow. Seemingly hundreds of rather large oranges begin to cascade down the bin. I tried to catch them, but to no avail. On the floor they plunged, meandering between customer's legs, under their carts - you get the picture. With the help of two of someone's very thoughtful grandchildren and Brenda, we were able to retrieve the runaway, severely bruised oranges, and swiftly flee the produce section. That may be my last trip to the grocery store!

Laughing at yourself is awfully powerful medicine. I'm nearing an overdose!

Kerry

*Dr. Paul E. McGhee, Ph.D.



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Spotlight On ...

Kathryn Pearson

Kathryn Pearson has served as the Assistant Director for Institutional Projects within the office of Facilities for three and one-half years. She previously worked for the Texas Department of Transportation for 14 years planning, designing, constructing, and maintaining highways. She graduated from Texas A&M University in 1993 with a degree in Civil Engineering and is a licensed engineer in the state of Texas.

Kathryn and her amazing team of project managers is responsible for the design and construction of all facilities projects under \$4 million on all UTSA property including lease space. Her responsibilities include project scope definition, cost estimates, selection and

management of design firms, and selection and management of contractors. While serving a diverse student population offers job satisfaction, Kathryn says, "Our customers, comprised primarily of faculty and staff, deserve a great project experience and I strive to provide a quality product and excellent customer service."

Projects vary greatly in size and type. Currently the largest project is Phase 2 of the Sculpture & Ceramics building scheduled for completion in February. There are always numerous classroom, office, and laboratory renovations. Many of the projects improve the safety, security, and accessibility of the university, such as the recent exterior lighting project and

the fire alarm upgrade project. Other projects include restoration, deferred maintenance, and energy efficiency.

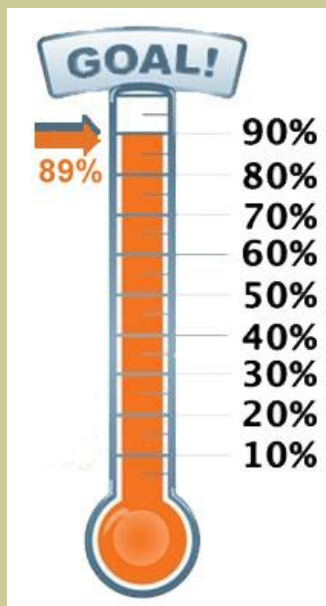
If you don't already know Kathryn it's probably just a matter of time before you have a project that she will be involved with. She has a great attitude and is a pleasure to work with.

Kathryn has two wonderful boys who love baseball, music and playing! One of Kathryn's favorite pastimes is photographing her family and nature with her Nikon D80.

Thank you, Kathryn, for your service to the University and to Business Affairs!

Kathryn will be receiving a Roadrunner meal card to use for either breakfast, lunch or dinner at the Roadrunner Cafe, compliments of ARAMARK. Our thanks to ARAMARK for their support!

Survey of Employee Engagement



Don't forget to take the **Survey of Employee Engagement** and take advantage of the opportunity to voice your opinion.



Call Anne Jett at ext. 4658 if you have not received your survey by email.

Kudos to Business Affairs Staff

Ms. (Lisa) Cartier,

I wanted to inform you of a comment I received from one of our security systems providers, Mr. Will Duke with 3Sixty Integrated, regarding **Cheryl Gay**.

It's always nice to hear about how UTSA staff go the extra mile to serve others including vendors.

3Sixty is an important vendor to us at the police department since they provide many of the security devices we use on campus to ensure the safety and security of students, faculty and staff.

Thank you,
Dan Pena, Assistant Chief

Thank you all for
striving for excellence
every day!

Julie Gohlke,

On behalf of the faculty and students in the Department of Music, my heartfelt thanks to you all. (Piano purchase)

With gratitude,
David (Frego)
Department of Music

Chief (Barrera),

I appreciate you very much for your assistance in allowing **Sgt (Charles) Patnode** to assist the UT System Administration in a time of need!

You have been a great asset to UT System! I know you have been here a short time, but I am very pleased and grateful of your service! You are a great addition to UT!!!!

It is amazing how you came into our department and have improved morale at all ranks! From time to time I have the opportunity to visit with many people of all ranks at UTSA. Some, I have known for upwards of 25 years! I get nothing but positive feedback! You are exactly what was needed to lead UTSA into the future!!!!

Thank you again
Mike Tacker
UT System Police

Chief Barrera,

What a stellar performance! Just a note to say thank you for the excellent briefing **you and your staff** provided our Executive Cabinet yesterday. Dr. Ferrier and the entire team was very impressed with your operation and the level of professionalism that was visible and displayed during our visit. This exposure to emergency planning and preparedness and your operation will help chart the course for our institution as we mature and grow. We look forward to working with you and your team in any way possible. Please extend our warmest thanks to all who participated and made us feel so welcome.

My Best,

J. Eric Coleman, EdD
Chief-University Police Department
Texas A&M University-San Antonio

Pam Bacon,

I want to thank you especially for allowing **Clay (Haverland)** to make time to assist us. It's his personal involvement and support that has really made the program possible.

My best,

Anne Munson,
NACAS Director of Education and
Membership

Recycling Evolves

The Office of Environmental, Health, Safety, and Risk Management (EHSRM) is proud of its 6 years managing the operation of the recycling program, which is constantly evolving to meet the needs of our growing campus community. During fiscal years 2008-2010 the EHSRM recycling program added new container bins throughout all three campuses as part of our overall goal to minimize waste and increase recycled material to an average of 115 tons per quarter by 2016, in fiscal year 2009-2010 we averaged just over 113 tons per quarter, so we're well on our way! These **BLUE CONTAINER BINS** in your building or office are key to UTSA becoming a **GREEN CAMPUS!** The recycling program allows you to recycle many products which have the recycle logo on the bottom of its container. All that's

required is to place these recyclable materials in the designated bins. The UTSA-EHSRM Recycling program currently offers the options of recycling corrugated cardboard, printer ink cartridges, mixed paper, newsprint, and comingled Plastic, glass, and aluminum beverage containers to all members of our UTSA community. Beginning this January, you may notice that the old green & yellow Abitibi recycling dumpsters are gone, and 20 new purple dumpsters with the green star from *Greenstar LLC recycling* have replaced them. UTSA looks forward to this new recycling contract partnership over the next two years.

As the annual RECYCLEMANIA competition approaches, we ask all UTSA faculty, staff, students and contractors to do their part and show the rest of the country that UTSA is a

strong partner in achieving sustainability through its recycling efforts. Business Auxiliary Services and their contracted food vendor Aramark, are already major partners in these efforts. **RECYCLEMANIA** is sponsored by the Environmental Protection Agency and is a friendly competition between colleges' and universities' recycling programs to promote waste reduction activities in their campus communities. This event is scheduled for 10 weeks, beginning January 23 and lasts through April 2, 2011.

If you have any questions about RECYCLEMANIA or the Recycling program at UTSA, please, visit our Web site at <http://utsa.edu/safety/#/recycling> or contact us by phone at (210) 458 5250. So go ahead and go crazy with sustainability by becoming a recycle maniac!

HR Welcomes New Staff



Jacquelyn A. Kyle, PMP, serves as the Director of Human Resources Information Technology Operations.

She earned a BS in Mathematics and Computer Science from the University of Houston Victoria and has had an extensive career in IT, supporting large enterprise systems and applications for Human Resources. Her professional IT experience encompasses support of both higher education and corporate organizations. Most recently she directed UT Health Science Center San Antonio's upgrade of PeopleSoft HCM to version 8.9 in 2007.

Jackie is certified as a Professional Project Manager and is an active member of local chapters for the Project Management Institute and the International Institute of Business Analysis.

Julio Arroyo joined UTSA on December 1, 2010 as the new HR Project Analyst. He earned his



BBA degree from Texas Tech University. Julio has over 11 years of human resources and office administration experience. He worked at UTHSCSA-HR from 2004-2010 as a Recruitment Advisor and Business Analyst. His primary role at UTSA will be the Affirmative Action Plan, HR Metrics and PeopleSoft Implementation Project. On his personal time, he enjoys playing Trombone and Coaching Youth Soccer.

Human Resources Training and Development announces the addition of **Missy Guillot** as Training and Development Specialist II. Missy brings with her more the 25 years experience as a corporate and

university trainer. Her experience includes 6 years with the UT Health Science Center – San Antonio, Alamo Community College District at Northwest Vista and also as an adjunct professor teaching Organizational and Business Communications. Besides holding a Masters Degree in Communications, Missy is

certified in several Covey courses which will be helpful for UTSA staff



development initiatives. In her position at UTSA, she will be responsible for developing and delivering courses in staff development, supervision and leadership as well as uniquely designed staff retreats and planning sessions.

Please welcome Jackie, Julio and Missy to UTSA.

Conducting Needs Assessment

Faculty and Staff learning needs grow and develop to keep pace with an ever changing academic environment needed to support Tier I status. To that end, every other year UTSA Training and Development conducts an assessment giving faculty and staff an opportunity to voice their opinions and desires related to learning and development opportunities. The feedback is then analyzed to determine which topics/courses are no longer relevant, which need to be modified and what courses need to be developed utilizing the Training and Development staff as well as the pool of Subject Matter Experts within the university community.

Follow the link to participate in the survey that will take about 9 minutes. Please call Training and Development at ext. 4658 with questions.

<http://www.surveymonkey.com/s/D5FJM2G>



NERD on Campus



Working with ARAMARK and Sushic, Business Auxiliary Services

(BAS) was able to make available fresh sushi at the Frio Street Food Court and Monterey Café. The sushi is rolled at the JPL Sushic location and delivered fresh daily. Available Monday through Thursday, this new offering has been very well received by the downtown community.

Enjoy a tasty fresh cooked scone, muffin or other pastry at the University Center C3 location. The mini-scones are great!



The new JPL Starbucks now has hot sandwiches, including breakfast and lunch selections.

NERD Energy drink is now being sold in various ARAMARK convenience and grab-n-go locations on campus. UTSA Alum, Vin Montez, created and founded NERD while at UTSA.

Building Up UTSA



Beginning in early March, Lot 4 will begin its transformation into a multi-level garage with construction to be completed summer 2012. A wide and varied information campaign will focus on how this project will affect the community during and after construction. A website has been developed to keep everyone informed of this project. Please visit www.utsa.edu/eastgarage to learn more and watch the project take shape through progress pictures as construction begins. Disruption to normal parking patterns is inevitable, but please bear with us as we grow!

Live Chat



The Deer Oaks Employee Assistance Program invites all UTSA employees to participate in

their monthly live, chat sessions with a Deer Oaks counselor. All chats are held from 12:15 PM to 12:45 PM CST and from 6:00 PM to 6:30 PM CST every third Wednesday of the month and are conducted in both audio and text. For a listing of topics, please visit the HR website. Help is only a click away!

First Award

On December 7th Staff Council representatives traveled to the downtown campus to award the very first Staff Council



Staff Appreciation Award. Deborah Riley, associate bursar with Fiscal Services at the downtown campus, was our first recipient. The Staff Council Staff Appreciation Award is given to staff on our campuses that epitomize UTSA's commitment to student success. Deb has 27 years of service at UTSA beginning as an accounting clerk II and relocating to the downtown campus when it opened in 1997 where she has been ever since. Staff Council Chair Cié Gee and Vice Chair Chris Goldsberry presented Deb with the award on the pretense of a meeting with Chris. Deb was moved to tears, expressed overwhelming gratitude for the recognition and wanted everyone to know how special the award is because it comes directly from her fellow staff members.

Congratulations Deb!!!

REMINDER.....

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

Spring Semester 2011 Customer Service Training Courses for Employees

CUSTOMER SERVICE MODEL (SD302)

Feb. 3, 8:30-12:00, UC 1.102 Bexar

Deliver a superior customer experience every time. Learn a Customer Service Model that helps you provide quality customer service, meet your customer's needs, identify and incorporate foundational skills in your day-to-day customer interactions.

CUSTOMER SERVICE – STRATEGIES FOR DEMANDING SITUATIONS

(SD426, SD427)

Two parts, March 1 & 3

8:30-12:00, UC 2.01.26 Pecan

Participants will develop strategies for demanding customer situations: dissatisfied, angry or irate customers; staying in charge of the interaction; delivering bad news in a good way; handling stress; using positive communication techniques.

PARTNERS IN CUSTOMER SERVICE (SD208)

Three parts, Feb. 2, 9 & 16

9:00-12:00, UC 1.102 Bexar

This course is designed for those who are ready to meet the higher customer challenges caused by system-wide problems. Participants strengthen skills in creative problem solving, customer education and campus-wide solutions to system problems.

LISTENING FOR RESULTS (SD304)

March 29, 8:30-12:00, UC 1.102 Bexar

Listening requires skill and motivation for results. Effective listening is one of the first steps in the process of finding solutions. Listening strategies help us learn from successes and avoid mistakes. We become more valuable and effective in our roles.

UTSA HR Training & Development

<https://mytraining.utsa.edu>

Ext. 4658

Financial Affairs Holiday Contest



Please visit the Financial Affairs News web page (<http://www.utsa.edu/financialaffairs/news.html>) to view photos of those departments that participated in the first annual Financial Affairs Door Decorating Contest, as well as a list of the winners for the following categories:

Most Original—Best Team Spirit—Best Overall

Thank you to everyone who participated in the contest.

DTC takes in Family



For the second year, Facilities has spearheaded this project and adopted two families that were recommended by a Lanier High School Administrator. One family was a single mother of seven and the other is a single mother of three. The DTC facilities staff gathered about 50 gifts and two large food baskets and some gift cards from Walmart for each of the families. The DTC community continues to get involved and assist with gifts. Included in the photo are Marisol Chapa, Mike Tillman and Gracie Ornelas from Facilities and Irene Valdez from Dr. Zapata's office. The Facilities staff continue to amaze everyone with their great heart and compassion and have not forgotten the true meaning of the holidays.

Business Affairs Promise

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