



The University of Texas at San Antonio

## Compact with Texans

### UTSA Overview

Founded by the Texas Legislature in 1969 as an academic institution within The University of Texas System, The University of Texas at San Antonio (“**UTSA**”) is home to more than 30,000 students enrolled in 133 undergraduate and graduate programs. UTSA is the second-largest component in The University of Texas system and is one of the fastest growing universities in the country. As the fifth-largest public university in the state of Texas, UTSA serves as a center for intellectual and creative resources as well as a catalyst for socioeconomic development for Texas, the nation, and the world.

UTSA’s mission is to advance knowledge through research and discovery, teaching and learning, community engagement, and public service. UTSA is a multicultural institution of access and excellence, and aims to be a premier public research university providing access to educational excellence, preparing citizen leaders for the global environment, and serving society through creativity, research, and innovations.

UTSA is comprised of three primary campuses. UTSA's **Main Campus** is located on 600 acres near Loop 1604 and Interstate 10 in northwest San Antonio and an additional 125 acres, known as UTSA Park West, near Loop 1604 and Hausman road which will be home to UTSA’s future Athletics Complex. UTSA's 11-acre **Downtown Campus** is located in downtown San Antonio’s historic Cattlemen Square District. Located near the Tower of the Americas and San Antonio's famous River Walk, UTSA's **HemisFair Park Campus** includes the Institute of Texan Cultures (“**ITC**”), which features 65,000 square feet of exhibits highlighting the cultural history and traditions of Texas. In 2010, ITC formalized an affiliation agreement with the Smithsonian Institution in Washington, D.C., granting ITC access to many exhibits, artifacts, and educational programs.

As an institution of access and excellence, UTSA is committed to serving the public through community engagement. UTSA’s Institute for Economic Development (“**IED**”), for example, consists of ten major programs providing management, technical assistance, and training for 25,000 small business clients and communities in Texas, Oklahoma, and Louisiana. In addition, IED provides some specialized services on the national level. Other notable community outreach efforts include, but are not limited to the Office of Extended Education, the Center for Professional Excellence, the Office of K-16 Initiatives, the Historically Underutilized Business Program, and the Textbook Learning and Materials Program.

## Customer Service

As parts of a comprehensive academic institution, UTSA departments and programs best provide service to the community and customers by striving to achieve excellence and effectiveness in educational, research, and public service programs, and in the accompanying administrative and educational support services. The University engages in a continual self-assessment of its institutional effectiveness through methods such as its formal accreditation renewal process, review of customer surveys, and external and internal process and organizational reviews. The University uses this information to implement continuous improvement in the quality of its programs and delivery of services.

As service providers, University departments are guided by the following principles:

- Customers will be treated with dignity and respect.
- Customers will be provided with accurate information promptly, and in a friendly manner.
- Wait times will vary according to the nature of the particular service requested. They are influenced by specific format constraints, the particular time of program year, any specialized procedures that must be followed, or any involvement with external offices. We strive to provide service in the minimal time frame appropriate to the particular request.
- Complaints are most effectively handled in the particular department to which they refer, following supervisory channels, either personally, over the telephone, or in written form. Customers who are bonafide members of the University community have various informal and formal dispute resolution methods available to them, including conflict resolution and grievance procedures and processes.
- Complaints will be reviewed, and the customer will be contacted by telephone, letter, or through electronic mail, as to resolution, in most cases within 72 hours.
- Complaints may be sent to the specific department with which the customer has experienced dissatisfaction. <http://www.utsa.edu/directory/> Complaints may also be sent to the Customer Relations Representative identified below, or emailed to: [compact.texans@utsa.edu](mailto:compact.texans@utsa.edu)

## Customer-related Performance Measures

The University employs various methods to monitor customer satisfaction and to identify areas of performance strengths and weaknesses. The University analyzes the information and applies resources to improve the areas that have been identified as hindrances to customer satisfaction with programs and services. UTSA has documentation of systematic and continuous improvement such as the following:

[http://www.utsa.edu/acrs/required/Report/Customer\\_Svc\\_Report\\_10.pdf](http://www.utsa.edu/acrs/required/Report/Customer_Svc_Report_10.pdf)

## Summary

UTSA continuously renews its commitment to provide responsive, quality service to the people of San Antonio and the South Texas region, and to emphasize programs that contribute to the technological, economic, and cultural development of the city, region, and state.

**Customer Relations Representative**

Frank Salinas, DT Business Administrator  
The University of Texas at San Antonio  
501 West Durango Blvd.  
San Antonio, TX 78207-4415

Last revised 08/01/2010