



ANNUAL REPORT

TWENTY SEVENTEEN

The logo for the University of Texas at San Antonio (UTSA) is located in the bottom right corner. It consists of the letters "UTSA" in a white, sans-serif font, enclosed within a thin orange square border.

OUR PARTNERS



Business growth and competitiveness for a more prosperous Texas and nation are as important as ever headed into 2018 and beyond. Our business and community clients, economic development allies and team members of the UTSA Institute for Economic Development have a solid base upon which to build, reflected in this 2017 Annual Report.

Our programs assisted clients generate \$1.9 billion in direct economic impact, outlined on the facing page, which represents their incremental business growth in terms of expanded capital and market access derived from our Institute's consulting work this past year. Scanning the many client success stories and student employee profiles will highlight for you how businesses are scaling up to compete in dynamic markets, and student experiences will empower their future success.

Disaster recovery and preparedness presented a common theme in 2017:

- ◆ Hurricane Harvey disrupted businesses and communities along the Texas coast in August; our SBDCs in Corpus Christi, Victoria, San Antonio and Austin mobilized to help clients recover.
- ◆ Cybersecurity attacks ramped up; our PTAC and SBDCNet programs deployed a new Cybersecurity Training Academy for Small Business, leveraging the expertise of UTSA's Center for Infrastructure Assurance and Security to help clients comply with new Department of Defense vendor requirements and continue winning contracts.
- ◆ Eagle Ford Shale continued its rebound from depressed energy markets, and entered a "New Normal" phase; still with \$50 billion economic output and leveraging diversification opportunities for South Texas, as chronicled by our Center for Community and Business Research.
- ◆ Disruptions of new technologies and shifting international trade scenarios also presented challenges for economic adjustment and competitiveness; our SBDC Technology Commercialization Center won accreditation to help foster tech-based businesses, and our International Trade Center continued building the State Department's "Small Business Network of the Americas," now with 279 SBDCs serving 65,000 entrepreneurial projects across Latin America and the Caribbean last year, stabilizing allied economies and opening markets for U.S. exporters.
- ◆ Economic Segregation presents a long-term social and economic disaster, threatening San Antonio metro and South Texas prospects for prosperity, as growth trends point to the need for 500,000 new metro jobs by 2040; higher education attainment along with business start-up/scale-up are two dominant drivers of San Antonio's economic ecosystem, and UTSA will collaborate with SA Tomorrow's integral development approaches to promote a more inclusive and competitive San Antonio metro in our global marketplace.

"Building the economy one business at a time" is our motto, guiding the quality and effectiveness of Institute services, yet scaled massively to strengthen the Texas small-medium enterprise sector here at home, and build key market connections with our partners nationally and internationally. Many thanks to all of our partners, stakeholders, team members, and especially our clients to make this success possible.

Robert McKinley

*Sr. Associate Vice President for Economic Development
University of Texas at San Antonio*

Building the Economy One Business at a Time.

\$1.9 BILLION IN DIRECT ECONOMIC IMPACT

*CUMULATIVE AMOUNT OF NEW FINANCING/INVESTMENTS AND NEW SALES, CONTRACTS & EXPORTS

SERVICE RESULTS

- 34,897 • BUSINESSES SERVED
- 1,268 • TRAINING EVENTS & COURSES
- 22,127 • TRAINING PARTICIPANTS
- 8,186 • CONSULTING CASES
- 4,584 • BUSINESS RESEARCH TASKS

ECONOMIC IMPACT

- 7,350 • JOBS CREATED
- 9,990 • JOBS RETAINED
- \$459,262,436 • NEW FINANCING & INVESTMENTS*
- \$1,338,549,427 • NEW SALES, CONTRACTS & EXPORTS*
- 626 • NEW BUSINESS STARTS
- 474 • BUSINESS EXPANSIONS
- \$46,398,842 • NEW TAX REVENUE GENERATED



The University of Texas at San Antonio's Institute for Economic Development has the expertise to help build the economy one business at a time, and to replicate that business growth massively. Today, we are comprised of 9 centers and programs, which excel in results-oriented advising, training and research for entrepreneurs, and experienced business owners and communities seeking strategic economic growth. These programs serve local, regional, national, and international initiatives.

◆ **SOUTH-WEST TEXAS BORDER SBDC NETWORK**
210.458.2450 | txsbdc.org

The South-West Texas Border Small Business Development Center Network comprises 10 SBDC-affiliated offices hosted by universities and community colleges in a 79-county region stretching from the Gulf Coast to South Texas, Central Texas, and parts of West Texas. In partnership with the U.S. Small Business Administration, UTSA administers the Network, its affiliate offices, and specialty centers.

◆ **UNIVERSITY OF TEXAS AT SAN ANTONIO SBDC**
210.458.2460 | sasbdc.org

The San Antonio Small Business Development Center offers integrated services to meet the needs of experienced small business owners as well as entrepreneurs just starting a business. Active in San Antonio and the 10 counties surrounding Bexar County, the San Antonio SBDC's experienced staff provides confidential, one-on-one business advising at no charge. Low-cost training workshops covering a wide array of topics are designed to help small businesses succeed.

◆ **SBDC PROCUREMENT TECHNICAL ASSISTANCE CENTER**
210.458.2458 | ptac.txsbdc.org

The Procurement Technical Assistance Center assists small business owners, including veterans and women, expand business contracting with federal, state, and local government entities. This center has developed expertise in key technical areas, including business certifications, human resource management, federal regulation compliance, veteran's assistance and services including SAM registration, and bid match services. The Center also offers a variety of trainings and workshops to help small businesses successfully compete as contractors and suppliers.

◆ **CENTER FOR COMMUNITY AND BUSINESS RESEARCH**
210.458.2750 | ccbr.iedtexas.org

The Center for Community and Business Research (CCBR) offers applied economic and business research to serve the needs of economic development agencies, workforce boards, businesses, trade associations, city, state and federal governments and other community stakeholders in search of information to make well-founded business and policy decisions. CCBR conducts research projects that shed light on how organizations, communities, or the economy are impacted by major new developments, projects and policies.



BIRDS UP!

Institute staff takes a moment to welcome new UTSA President Taylor Eighmy during a visit to the downtown campus.

◆ SBDC NATIONAL INFORMATION CLEARINGHOUSE

210.458.2747 | sbdcnet.org

The SBDC National Information Clearinghouse (SBDCNet) provides timely, relevant research, web-based information, and training services to SBDC advisors and their clients. The center's team of researchers is dedicated to meeting the small business research needs of 1,100 Small Business Development Center programs across the United States and its territories.

◆ SBDC INTERNATIONAL TRADE CENTER

210.458.2470 | texastrade.org

The International Trade Center is one of the largest and most successful trade assistance organizations in Texas. Staff provide technical trade consulting, customized market research, and innovative training programs for companies seeking to access global markets. To develop foreign market distribution channels, the Center has led a major initiative expanding the SBDC model into Mexico, the Caribbean, and Latin America, now with 22 countries comprising the Small Business Network of the Americas.

◆ SBDC TECHNOLOGY COMMERCIALIZATION CENTER

210.458.2020 | techcomm.txsbdc.org

The SBDC Technology Commercialization Center promotes entrepreneurship to create a globally competitive economy in Texas by providing development services for science and technology businesses through networking, technical assistance, and assistance in applied research. The Center primarily focuses on the following industries: aerospace and defense, biotechnology, life sciences, electronics, medical devices, petroleum refining and chemical products, energy, and computer and information technology.

◆ SOUTHWEST TRADE ADJUSTMENT ASSISTANCE CENTER

210.458.2490 | swtaac.org

The Southwest Trade Adjustment Assistance Center (SWTAAC) assists U.S. manufacturing and service firms that are negatively impacted by foreign competition to regain profitable growth. SWTAAC staff provides management consulting and strategic business planning services to help firms in Texas, Louisiana, Oklahoma, Arkansas and New Mexico; a now five-state region as of 2016, when the latter two states were added to the SWTAAC territory as part of a national competition.

◆ MBDA BUSINESS CENTER SAN ANTONIO

210.458.2480 | sanantoniombdacenter.com

The MBDA Business Center assists minority business enterprises increase profits and employment in today's marketplace by providing targeted management and technical assistance services. The center primarily works with established minority-owned businesses that have at least \$1 million in annual revenues and are seeking rapid growth. The Business Center also includes a global component that connects domestic minority-owned business clients with commercial opportunities across the globe.



SOUTH-WEST TEXAS BORDER SBDC NETWORK

BUILDING THE TEXAS ECONOMY ONE BUSINESS AT A TIME

Comprised of ten centers, the South-West Texas Border SBDC Network offers the most comprehensive resource in the region for small business and community development.

As the Texas economy continues to thrive on small business competitiveness, growth, job creation, and diversifying business opportunities, the Network continues to emphasize scale-up growth industry clusters and technology commercialization, while SBDC core services remain focused on business start-up, manufacturing competitiveness, international trade, government contracting and corporate supply-chains, rural development and small business research.

In 2017, the South-West Texas Border SBDC Network, along with its sister network in Houston, addressed a major market disruption. On August 25, Hurricane Harvey landed near Rockport as a Category 4 storm, leaving devastating damage to thousands of small businesses. The SWTXB SBDC Network immediately began working with FEMA and SBA Disaster officials stationed at Business Recovery Centers in Rockport and Port Aransas.

As the South-West Texas Border Network faces new challenges to “Build the Texas Economy One Business at a Time,” it continues to provide innovative and excellent services to its valued clients.

txsbdc.org

Proud members of the South-West



sbdc.angelo.edu



delmar.edu/sbdc



sbdc.sulross.edu



elpasosbdc.net



sulross.edu/sbdc

HURRICANE HARVEY *Recovery*

Following Hurricane Harvey's Texas landfall in August 2017, the UTSA South-West Texas Border (SWTXB) Small Business Development Center (SBDC) Network coordinated efforts with the U.S. Small Business Administration (SBA) to assist Texas small businesses impacted by the devastating Category 4 storm, which yielded unprecedented damage and destruction.

The storm caused billions in damage and affected millions across five states. At its peak, Hurricane Harvey submerged one-third of Houston under water and ravaged Texas' smaller towns and cities including Corpus Christi, Port Aransas, Rockport, and Victoria.

SWTXB SBDC Network affiliate centers at the Del Mar College SBDC in Corpus Christi, the University of Houston-Victoria SBDC, and Texas State University SBDC in Austin will provide continued disaster assistance to small businesses. At no cost, advisors will assist with reconstructing damaged or destroyed business records, re-establishing operations, updating or rewriting business plans, and counseling for financial, accounting, marketing, and other post-disaster challenges. To find a local SBDC and explore its services, visit sbdctexas.org or txsbdc.org.



Photo Courtesy of Ignacio Alvarez

Pictured Above — (August 2017) UTSA San Antonio SBDC Client, Ignacio Alvarez of Lux Bakery, had previously registered a 50,000 sq. ft. facility next to his bakery operations as an Emergency Dedicated Space for the State of Texas. Following Harvey's impact, Alvarez welcomed emergency respondents and more than 300 evacuees forced to leave their homes along the Texas Gulf Coast.

South Texas Border SBDC Network



sbdc.tamu.edu



sbdc.mccoy.txstate.edu



uhv.edu/small-business



sasbdc.org



utrgv.edu/sbdc

Expanding

BUSINESS ACROSS GLOBAL MARKETS

JOBS CREATED:
629

JOBS RETAINED:
984

GLOBAL SALES:
\$541 Million

NEW FINANCING:
\$33 Million

NEW MARKETS/PRODUCTS:
151

As one of the largest trade assistance organizations in Texas, the SBDC International Trade Center (ITC) provides businesses with high-value trade consulting services, cutting-edge market research and innovative training programs. Since 1992, SBDC International Business Advisors have helped hundreds of Texas companies enter new markets, create more efficient supply chains and become more globally competitive. The ITC's Texas

International Business Accelerator (TIBA) program promotes growth and economic development in Texas by assisting foreign companies establish business in Texas. Additionally, the SBDCGlobal program works with foreign governments to transfer and adapt the U.S. SBDC model, which helps spur foreign job growth and economic development, in turn, expanding market access for the United States.



DOMOS WATER TECHNOLOGIES

Founded 27 years ago, Grupo Oneo has become a well-regarded public works and construction company in Mexico. A branch of the company known as Domos Agua, designs, builds, and operates water treatment plants throughout Mexico. To expand operations to the U.S., President Francisco Arias contacted the Texas International Business Accelerator (TIBA) program and worked with Sr. Project Manager Jaime Martinez. Arias expanded services to Dallas and established a new company – Domos Water Technologies, which manages sales and projects for water treatment plants; equipment is manufactured in Mexico and readied for distribution in the U.S. TIBA provided business planning expertise, business advising, and resources to develop a strategic expansion plan. Foreign Investment Specialist Jocelyn Garcia, a student intern, completed the company's investment plan. Domos Water Technologies created three jobs and the company is working toward \$900,000 in sales during its first year of operations.

MCMILLAN FLOW CONTROL

A leader in its industry, McMillan Flow Control manufactures compact flow sensors, switches, and controllers that are used in semiconductor manufacturing equipment, automotive fuel consumption research, pharmaceutical research, water quality monitoring, and scientific research. McMillan products can be found on nearly every continent and account for above 40 percent of recent sales. In June 2016, Administrator Mariann Jones began working with SBDC International Trade Center Assistant Director, Doug Smith. With less than 50 employees and based in Georgetown, Texas, McMillan regularly deals with challenges including timely payments by foreign buyers, cultural and language issues, and finding distributors interested in selling solutions, rather than simply adding their product line. Smith identified new customers in the United Kingdom and Canada, and conducted a study of opportunities in Australia to grow McMillan's export sales. Currently, McMillan Flow Control's major export markets include Japan, Taiwan, and Germany.

DEVELOPING ENTREPRENEURS

Globally

Less than two years after Chilean President Michelle Bachelet celebrated the opening of Chile's first Small Business Development Center (SBDC) in Valparaiso, the country commemorated the completion of its national SBDC network with the opening of its 51st Center in August 2017.

Chile is one of many countries where UTSA's Institute for Economic Development is helping spur foreign job growth and economic development, in turn, expanding market access for the United States. In 2015, the Institute's International Business Advisors began consulting and training the Chilean Ministry of Economy. As a result, Chile has provided business consulting to over 19,000 entrepreneurs and has created 2,435 jobs to-date.

"Thanks to our joint work, we have been able to develop our Small Business Development Centers [CDN - *Centros de Desarrollo de Negocios*]. I'm pleased to participate in the official launch of this center because, with it, we are accomplishing our goal," said President Bachelet.

The Institute's SBDC International Trade Center (ITC) leads the expansion of the U.S. State Department's Small Business Network of

the Americas (SBNA), which leverages the high-performing U.S. SBDC model. In 2017, the SBDC ITC also received \$1.42 million in grant funding from the U.S. Department of State's Bureau of Western Hemisphere Affairs (WHA). The countries of Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama, where 45 SBDCs are currently operating, will receive the business development training needed to facilitate 17 new domestic SBDCs and three SBDC International Trade Centers.

With the 2018 Summit of the Americas slated for April, the SBDC ITC will again join forces with its state and federal partners to continue strengthening SBNA. Plans to expand the initiative's capacity to 100,000 entrepreneurial projects per year are firmly underway.

"The UTSA banner has a firm presence abroad and we continue to serve as a strong partner for the U.S. State Department," said Robert McKinley, UTSA Senior Associate Vice President for Economic Development. "Our efforts are strengthening foreign economies and sparking business opportunities with partner countries for our small business clients in Texas and across the U.S."



SBNA BY THE NUMBERS

22

No. of Countries

279

SBDCs Launched

65,000

Entrepreneurial Projects

ENGAGING PARTNERS TO ADVANCE

Technology

In its first year, the SBDC Technology Commercialization Center (TCC) collaborated with partners at the university, regional, state and federal levels to help science and technology companies advance their innovations through some of the most rigorous grant competitions. The Center also earned its national accreditation, distinguishing the SWTXB SBDC Network as one of 18 “Technology Accredited” SBDC Networks nationally.

Federal and State Technology (FAST) Partnership Program Grant

Engaged in the Federal and State Technology (FAST) Partnership grants program, the SBDC TCC partnered with all Texas SBDC Networks and the U.S. Small Business Administration (SBA) Office of Investment & Innovation to provide outreach and technical assistance to guide tech companies through Small Business Innovation Research (SBIR) / Small Business Technology Transfer (STTR) grant applications. These grants, referred to as America’s Seed Fund™, provide critical early stage research and development funding to help small businesses commercialize cutting edge innovations. The rigorous review process provides recognition, validation and visibility to early stage companies. Additionally, the prestige associated with the award helps businesses attract additional funding and commercialization support from venture capital partners, larger strategic partners, and investment partners.



Pictured Above — SBDC TCC Director Bijo Mathew educates entrepreneurs with technological innovations on the SBIR/STTR grant application process at the first-ever SBIR/STTR Innovation Symposium held at the UTSA downtown campus.

DoD Collaboration

In October 2017, SBDC TCC Director Bijo Mathew also partnered with the Kansas SBDC for its “Encountering Innovations Week” conference held at Wichita State University. The event allowed the Center to showcase Texas innovators to DoD technology scouts. The U.S. Navy also selected the SBDC TCC as the Texas host for its December 2017 Naval Sea and Air Systems Command SBIR/STTR Innovation Summit, a premier event that provided an opportunity for technology-based businesses in Texas to connect with the U.S. Navy, which annually invests \$350 million in innovative ideas.

ASSISTING *Alumni*



NOVOTHELIUM

Two UTSA alumni, Bianca Cerqueira, Ph.D. and Lauren Cornell, M.S. took on the battle against breast cancer. Their biotechnology start-up company, NovoThelium, is developing a bioengineered human scaffold that allows mastectomy patients to regenerate a nipple from their own cells, maintaining projection, natural pigmentation, and improved sensation. The SBDC TCC assisted NovoThelium with their SBIR Grant applications and various competitions. NovoThelium landed among the top six contestants at the Rice Business Challenge. They also took first place at the Venture Challenge Competition and the Texas Venture Labs Investment Competition, which provided them the opportunity to ring the opening NASDAQ stock market bell in New York City in August 2017. And, they earned a spot among the top 10 national finalists at the Small Business Administration InnovateHER Challenge, which highlights products and services that have a measurable impact on the lives of women. Over 3,000 entrepreneurs competed nationally.



INFRAVEIN CORPORATION

A team of UTSA alumni are in the midst of developing a medical device that could reap benefits across multiple fields. Kristen Hamalainen '16, Sanjiv Patel '16, and Kreg Zimmern '16 operate InfraVein Corporation, a medical device company that provides solutions for venipuncture procedures. InfraVein's infrared medical camera could help doctors insert needles in people with small veins and aid in catheter insertion. It could also be used on babies or by people who are obese or have darker skin pigments. InfraVein began working with SBDC TCC Director Bijo Mathew in September 2017 to work on a Phase I DoD SBIR proposal for \$150,000, a six-month effort. If awarded in Spring 2018, the company plans to develop a hand held, battery powered vascular cannulation device. A successful achievement would qualify them to apply for a two-year, \$1,000,000, Phase II grant. The mobile device would allow emergency medical professionals to accurately obtain arterial or central venous access under emergency conditions without external ultrasound or stationary imaging equipment.



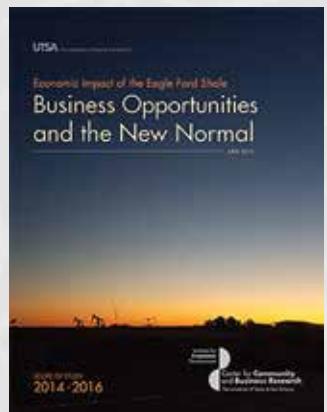
DELIVERING TOP-TIER *Research*

The Center for Community and Business Research (CCBR) continues to expand its reach and scope as evidenced by several key studies undertaken during the past year. This year, CCBR completed a study for the City of San Antonio to address the issue of how best to develop two of the Missions in the city in light of the recent UNESCO World Heritage designation. Jointly performed with the College of Architecture, Construction and Planning, the team analyzed the area around Mission San Juan and Mission San José with an eye toward development that would also ensure the cultural sustainability of the two missions. Future studies for the City of San Antonio for Mission Concepción and Mission Espada are likely.

CCBR also completed a study on African American-Owned Business Enterprises in the Bexar County area that analyzes underutilized businesses for county contracts. The study found that many of the firms would benefit from more hands-on assistance from Bexar County, as well as the implementation of simplified procurement processes and systems.

CCBR completed a study for the San Antonio Fiesta Commission in order to understand the economic impact of Fiesta events and parades in 2016. Currently, CCBR is working on an economic impact study for the Valero Texas Open Golf Tournament.

EAGLE FORD AND THE NEW NORMAL



For more information on our research visit:

ccbr.iedtexas.org

This past year, CCBR was asked by the South Texas Energy and Economic Roundtable (STEER) to undertake an updated analysis for the Eagle Ford Shale that would fill in the missing years since the last study was completed. For the years 2014, 2015, and 2016 the study found that Eagle Ford activity peaked (so far) in 2014 at \$123 billion in economic output and bottomed out in 2016 at \$50 billion. While economic output fell off sharply from previous years, it's worth noting that sales and property tax revenues for the Eagle Ford Shale are still well above levels seen before there was significant oil and gas production activity in the area. A new study is planned for next year that will analyze economic impacts for 2017 that are expected to be significantly higher than 2016, due to rebounding energy markets.

VACA MUERTA STUDY TO INFORM ARGENTINIAN POLICY

In 2017, the Institute's Center for Community and Business Research (CCBR) was formally commissioned by the Argentinian Petroleum and Gas Institute to conduct a comparative study on the unconventional oil and gas operations of the Vaca Muerta Shale (VMS) in Neuquén Province and the EFS in South Texas. The purpose of the study will be to develop a supply chain and cost analysis for VMS, and the final report will result in three overarching assessments: (1) an outline of the oil and gas supply chain and estimate costs of production; (2) an analysis of the occupations most likely to be affected by the unconventional oil and gas activities, and (3) a study of the relative performance of regional industries when compared to national standards, showing the strength of regional businesses in the areas of job growth, wages paid, and revenues. The final report

due out in 2018 will serve future policy and decision making at the government and firm levels. CCBR Senior Research Director Thomas Tunstall, Ph.D., and Research Assistant and

UTSA alumnus Gina Conti, M.A., undertook a week-long site visit to Buenos Aires and Neuquén Province to conduct field interviews with key stakeholders that included government officials, industry experts and market analysts. Data collected on the ground will be used to develop the report's findings. Javier Oyakawa is the lead investigator for the study.

Additionally, the center works with site selection companies, many of the over 600 economic development corporations in Texas, the Governor's Office, and the San Antonio Economic Development Foundation on a variety of economic impact studies.



EMPOWERING
OUR *Future*

Gina Conti, 25

CENTER FOR COMMUNITY AND BUSINESS RESEARCH



“ Working here has taught me how to become a true professional, understanding the sometimes unspoken rules and decorum of professionalism whether within the confines of the office or when traveling.

For four years, Gina has worked for the UTSA Center for Community and Business Research. She primarily conducts research, which includes reviewing raw data from various databases including the U.S. Census Bureau. She also performs secondary data analysis and assists in the generation of major reports including the Eagle Ford Shale Economic Impact reports. In addition, Gina has translated various studies into Spanish and, in 2017, she had the opportunity to accompany Sr. Research Director Thomas Tunstall to Argentina as part of ongoing study regarding the economic impact of Vaca Muerta Shale.

UNIVERSITY:

University of Texas at San Antonio

CLASSIFICATION:

Alumnus

MAJOR:

Finance and Political Science

EMPOWERING OUR *Future*

For the past 10 years, the UTSA Institute for Economic Development has provided student experiential learning opportunities to an average of 40 students annually. Our students have gone on to work for J.P. Morgan Chase, Marathon Oil, the U.S. Air Force, the Asociacion de Empresarios Mexicanos (AEM), Proctor & Gamble, USAA, Southwest Airlines, the U.S. Bureau of Economic Analysis, and more.

Amanda Martinez, 28

CENTER FOR COMMUNITY AND BUSINESS RESEARCH



“ Working at CCBR has allowed me to continue refining the skillset I learned as a graduate student while learning new skills. The soft skills I learned during this transition will help further my career goals in project coordination and management.

For three years, Amanda has provided research operations management, created and prepared training materials, conducted literature reviews, compiled research materials, and has designed and assisted with surveys, questionnaires and interview topics. Working across these areas has allowed her to expand her research, writing, and management skills.

UNIVERSITY:

University of Texas at San Antonio

CLASSIFICATION:

Alumnus

MAJOR:

M.A. Anthropology

Carla Chavez, 29

SBDC INTERNATIONAL TRADE CENTER



“ I have had the opportunity to work with great advisors who have been there to guide the team to success. The advisors have taught me about work etiquette, presentation techniques and ways to improve my work.

Carla regularly conducts market research for small to medium-sized businesses interested in expanding to the international market through import and export opportunities. Using international trade databases for market research, Carla presents market research reports to advisors and clients.

UNIVERSITY:

University of Texas at San Antonio

CLASSIFICATION:

Graduate Student

MAJOR:

Business Administration

Samantha Mendoza, 21

SBDC INTERNATIONAL TRADE CENTER



“ As a marketing student, I am learning about the different career opportunities in the discipline and I've realized that research is involved in every aspect.

As an undergraduate research assistant, Samantha conducts market research for small-medium sized companies in the region that are looking to expand their business internationally. Working for the SBDC International Trade Center affords Samantha the opportunity to explore diverse aspects in the marketing industry.

UNIVERSITY:

University of Texas at San Antonio

CLASSIFICATION:

Senior

MAJOR:

Marketing

ROADRUNNER MASTERS HER *Passion*

Days after turning 16 and graduating from high school, Amandine Mukengeshayi left her home in the Democratic Republic of Congo for a basketball scholarship at St. Petersburg College in Florida. Unable to speak English, her first two college years were spent juggling ESL classes, a full course load, and a grueling athletic schedule.

During her sophomore year, Amandine suffered a basketball injury that sent her back to the Congo. While undergoing rehab, she awaited the opportunity to return to college in the U.S. After a friend at St. Petersburg, originally from San Antonio, introduced her to the idea of attending a Texas university, she had her eye on the Lone Star State and ended up at The University of Texas at San Antonio (UTSA). At 20 years old, Amandine declared herself an Economics and International Management major, and while the coursework proved enriching, workplace experience lacked on her resume. For international students however, some are solely limited to campus jobs. That's when she came across a market research position at the UTSA Institute for Economic Development.

Following a successful interview, Amandine spent the next two years conducting market research for businesses interested in expanding internationally and presenting her results to clients. During that time, the Institute's MBDA Business Center San Antonio requested her assistance in hosting a delegation from West Africa's Ivory Coast, where Amandine was originally born and raised. She served as a translator and shared her personal testimony about growing up in West Africa.

Over time, Amandine advanced to a Project Manager position for the Institute's SBDC Rural Business Program. And, in 2014, she graduated from UTSA

with two BBA's in Economics and International Management. Thereafter, she became an Economic Research Assistant for the Institute's SBDC International Trade Center. Her college summers followed with opportunities to intern for the United Nations Development Program (UNDP), IMA World Health and IntraHealth International. She found herself living her childhood dream of working for the U.N. The UNDP exposed her to on-the-ground work in the Congo, diversifying and strengthening her professional background.

By the Fall of 2016, Amandine returned to UTSA and began earning a Master of Public Policy while concurrently earning a Certificate in Nonprofit Leadership and Management. Set to complete her graduate degree in 2018, this UTSA alumnus is headed for an astounding future and will surely leave her mark across the globe.



“ This is one of the best places that you can work at on campus, not only for the professional development that you acquire, but the skills.

AMANDINE MUKENGESHAYI

Exploring THE BUSINESS MARKET

As the official research arm for America's Small Business Development Center (ASBDC) Network, the SBDC National Information Clearinghouse (SBDCNet) provides superior market research services to more than 1,000 ASBDC members across the United States. With 63 SBDC Networks representing each U.S. state, SBDCNet has completed a striking 86,000 research projects to-date since 1998. SBDCNet produces a broad range of financial, market and demographic research reports. These research projects are requested through an SBDC business advisor for a client, who typically depends on this type of research to explore the marketability of their goods and/or services.

SBDCNet's research projects saved business advisors nationwide 27,504 work hours, which allowed them to serve the equivalent of 5,501 additional long-term SBDC clients. In collaboration with state and federal partners, SBDCNet also conducts innovative trainings year-round. What makes SBDCNet so unique is its targeted audience of business advisors. SBDCNet director Matthew Jackson also worked with the U.S. Small Business Administration to secure supplemental funding for new small business cybersecurity trainings. The webinar series will assist business advisors to guide clients on meeting new federal requirements for small businesses conducting work for the Department of Defense.

EMPOWERING OUR *Future*

Sarah Flores, 23
SBDC NATIONAL INFORMATION CLEARINGHOUSE



UNIVERSITY:
University of Texas
at San Antonio
CLASSIFICATION:
Alumnus
MAJOR:
Accounting & Finance

“ I believe I've gained a competitive advantage against my fellow peers with the professional experience I've learned from the Institute. Having a director that actively encourages his employees to develop and implement new ideas has provided me with a confident voice.

With a goal of becoming a CPA, Sarah Flores joined the SBDCNet in 2015. She develops customized business research reports in response to SBDC Advisor inquiries by identifying and compiling relevant, secondary market research from a number of electronic and physical information resources.

Nicolas Telles, 23
SBDC NATIONAL INFORMATION CLEARINGHOUSE



UNIVERSITY:
University of Texas
at San Antonio
CLASSIFICATION:
Senior
MAJOR:
Public Administration

“ Overall, the work I do helps support my career goals of working in the public sector. This job requires second hand research skills, which are skills that can help me in any research-heavy jobs. My experience has been extremely beneficial in shaping me as a business professional.

Nicolas plans to work for a government agency in the future, so working for an agency that supports the economic development of cities nationwide has proven beneficial. He develops customized business research reports by identifying and compiling relevant, secondary market research from numerous electronic and physical information resources.

BY THE NUMBERS

RESEARCH PROJECTS: **4,600**

TRAININGS: **26**

TRAINING PARTICIPANTS: **410**

Jackson has partnered with UTSA's SBDC Procurement Technical Assistance Center and the Center for Infrastructure Assurance and Security (CIAS) to produce the training curriculum, which Jackson plans to roll out in 2018. With its high volume of research work, SBDCNet adds one more unique component to its operations – student experiential learning. In 2017, the Center employed nine students and four interns, all of whom attended San Antonio area universities. Students contribute heavily to SBDCNet's research and overall impact while building stronger resumes that complement their academic and career goals.



Vanessa Perez, 21

SBDC NATIONAL INFORMATION CLEARINGHOUSE



UNIVERSITY:
University of Texas
at San Antonio
CLASSIFICATION:
Alumnus
MAJOR:
Management Science

“ Working at the IED has helped my career goals because it has exposed me to learn about different industries in the economy. I have found the information that I have learned to be very useful and I hope to continue to use this information to help me in the professional business world.

For two years, Vanessa has supported the SBDC National Information Clearinghouse, completing business research reports in response to Small Business Advisor inquiries on a national platform. In addition to completing market research, she contributes to special economic and business research projects as needed.

Steven Lopez, 26

SBDC NATIONAL INFORMATION CLEARINGHOUSE



UNIVERSITY:
University of Texas
at San Antonio
CLASSIFICATION:
Alumnus
MAJOR:
Marketing

“ Having studied marketing in school has helped me to have a better view of economic development as a whole, which I'm sure will impact my future career endeavors. Most of my colleagues have different majors, which in the long run forms a well-rounded team environment here at SBDCNet.

Steven works alongside several current and post graduate students at the SBDC National Information Clearinghouse, assisting SBDC Business Advisors with market research inquiries directly from their respective clients. He develops customized business research reports and regularly contributes to economic and business research projects.

Experience YIELDS BIG RESULTS

BUSINESS STARTS:
98

BUSINESS EXPANSIONS:
78

JOBs CREATED:
1,199

JOBs RETAINED:
967

CAPITAL FORMATION:
\$53.3 Million

The San Antonio Small Business Development Center (SASBDC) offers entrepreneurs access to professional and confidential business advising, a variety of quality training programs, access to research resources, and an extensive referral network. San Antonio SBDC Business Advisors have numerous years of experience advising small business owners, and many of them have owned their own businesses.

BUILDING BUSINESS EXCELLENCE



The SASBDC established its Building Business Excellence (BBE) program in 2003 to help scale-up growth businesses at an accelerated rate. The SASBDC regularly collaborates with Holt Development Services, Inc., a division of HoltCAT, to introduce small businesses to their highly successful Values Based Leadership model. The seven-week intensive strategic leadership program is designed to support established companies achieve solid growth. The BBE program updated its curriculum in 2012 and over 130 people have attended the program to date. With limited enrollment, the program runs from February through April every year. Learn more at www.mybbe.org.

FROM ROADRUNNER TO CEO

The Collegiate Entrepreneurs' Organization (CEO) is a multidisciplinary organization that focuses on helping students develop an entrepreneurial mindset to innovate, solve problems, and allow forward-thinking through workshops, networking, projects, mentors, and partnerships. Year-round, the SASBDC engages with CEO to inform students about its programs. In 2017, the SASBDC conducted three workshops for CEO including Start Smart, The Business Model Canvas, and The Business Plan. Students interested in entrepreneurship gained insightful knowledge and tips about business planning.



OUR CLIENT *Highlights*

COMET SIGNS, LLC

Business Expansion | Jobs Created - 34 | Jobs Retained - 161

Nearly 60 years ago, Arthur S. Sitterle founded Comet Neon Advertising Company in San Antonio and later merged the company with Reynolds Signs to form Comet Signs, LLC in 2013. Today, Arthur S. "Pete" Sitterle, III, oversees operations alongside Tommy Reynolds and Mikal Harn. With expansion to the Austin, Houston, Dallas/Fort Worth and Tyler markets, the company specializes in sign design, engineering, manufacturing, maintenance, and installation. An SASBDC client since 2013, its portfolio includes the Fort Worth Texas Motor Speedway, H-E-B, and Valero. Senior Business Advisor Crystal Darby provided advising on social media management, targeted market development, and content development. The SBDC PTAC also provided direction on government contracting and human resources.



DIXIE FLAG AND BANNER COMPANY

Business Expansion | Jobs Retained - 38 | Annual Sales - \$3 Million

An SASBDC legacy client since 1993, Dixie Flag and Banner Company Chairman and CEO Henry "Pete" Van de Putte, Jr. first worked with then Business Advisor, Mary Peters, on an SBA loan for expansion into a 13,000 sq. ft. facility. The company has manufactured flags and banners, as large as 300 ft., since 1958. Now a third-generation company led by President & COO Vanessa Van de Putte, employees have gone beyond advising with current Sr. Business Advisor Crystal Darby and have engaged in SASBDC's Building Business Excellence (BBE) course, which helps established companies scale up. Dixie Flag has provided flags for the San Antonio Spurs, the Valero Alamo Bowl, the U.S. Army All-American Bowl, five U.S. Presidential Inaugurations, and more.



FACEKEY CORPORATION

Business Expansion | Jobs Retained - 4

Headquartered in San Antonio and founded in 1999 by VP of Operations Annette Starkweather and President Yevgeny Levitov, FaceKey Corporation manufactures security products that use biometrics, fingerprint and face recognition for identification. From small businesses to global enterprises, FaceKey's products have proven successful with access control, attendance tracking, asset protection, and crisis management. Starkweather and Levitov have worked with the UTSA SBDC since 1999; they began working with Sr. Business Advisor Crystal Darby in 2015. Together, they strengthened the company's marketing plan, which included a new web site, marketing collateral, and an extensive email marketing program.



EMPOWERING
OUR *Future*

Sonia Rendon, 22

SAN ANTONIO SBDC



“ The SBDC has built my resume by allowing me to attend multiple training seminars and expanding my fields of knowledge. This internship has allowed me to become a master of time management and has delivered the building blocks I need for my future.

Sonia has worked for the SASBDC for one year and provides technical assistance to clients by reviewing business plans and financial projections under the supervision of Sr. Business Advisor Patrice McElfresh. Sonia conducts research for clients using databases and SBDCNet research center tools. She says her daily goal is to assist SASBDC business advisors to better assess client needs and determine the right resources to help each respective client achieve solutions.

UNIVERSITY:

University of Texas at San Antonio

CLASSIFICATION:

Senior

MAJOR:

Finance



CONNECTING BUSINESSES WITH *Opportunity*

CLIENTS ADVISED:
752

TRAINING PARTICIPANTS:
2,054

CAPITAL INFUSION:
\$26 Million

CONTRACTS:
\$66 Million

The UTSA Small Business Development Center (SBDC) Procurement Technical Assistance Center (PTAC) assists small business owners, veteran entrepreneurs, women-owned small businesses, employers, and technology entrepreneurs throughout a 79-county region. Government Procurement Technical Assistance services are available to 38 surrounding counties as well. Specialty programs within the SBDC PTAC include the Chase Veteran Business Development Program, Cybersecurity Small Business Awareness, and The Alliance Program.

SBDC PTAC SERVICES:

- Determining Suitability for Contracting
- Securing Registrations and Certifications
- Researching Procurement Histories
- BidMatch Service
- Proposal Preparation
- Contract Performance Issues
- Employer Services
- Emergency Preparedness

CYBERSECURITY TRAINING ACADEMY FOR SMALL BUSINESSES



CYBERSECURITY
FOR SMALL BUSINESS

In 2017, the SBDC PTAC partnered with the UTSA Center for Infrastructure Assurance and Security (CIAS) to provide a series of courses that address cybersecurity requirements for small businesses conducting work for the U.S. Department of Defense. The premier four-week program provided vital information regarding federal requirements for compliance and how to integrate such requirements into organizational policy, processes and business plans. Topics included personnel security, configuration and management, access control, and more. A total of 16 businesses participated. The Academy followed the 2017 Federal Contracting Requirements and Federal Panel held in May, which gathered nearly 100 small business owners at the UTSA downtown campus.



ALAMO CITY ENGINEERING SERVICES, INC.



Business Expansion

Annual Sales – \$3 Million

Contracts – \$27 Million

Jobs Retained – 30

Alamo City Engineering Services, Inc. (ACES) is a cybersecurity and information technology company headquartered in San Antonio. As a prime contractor, ACES has provided satellite communications, enterprise network and telecommunications, and Information Assurance / Cyber Operations to support defense and national security customers globally since 2001. Stephens connected with Sr. Business Advisor Curtis Mohler, who assisted with CVE-VA Vetbiz recertification processes, and System Award Management (SAM) and SBA profile reviews. Mohler provided training on federal databases to expand their footprint in federal and state markets. ACES has received contracts for The Executive Office of the U.S. President, the U.S. Army, the Department of Health and Human Services, the Veterans Administration, and more. In 2017, the company expanded its business nationally to service all business sectors. ACES also received a four-year defense industry contract supporting the U.S. Marine Corps Systems Command valued at \$27 million.

DEF-LOGIX, INC.

Following contracting work as a software engineer supporting network intrusion detection systems and other business start-ups, and service with the Army Reserve, CEO Paul Rivera launched Def-Logix, Inc. in 2008. The company provides technological expertise and solutions with a specialization in computer and network security, and an emphasis on software architecture and engineering. Rivera worked with Sr. Business Advisor Curtis Mohler, who assisted the company with advanced government contracting and training on federal databases, which yielded resources to expand. He also assisted Def-Logix in becoming a Veteran Owned Small Business, State HUB Certified, Small Minority Diversity Corporate Certified, and SBA 8(a) Certified, which increased access to larger contracts. Def-Logix has completed work for the U.S. Air Force, the Department of Defense, the Department of Homeland Security, and the Department of Information Systems Agency. As a result of working with the SBDC PTAC, Def-Logix, Inc. has expanded globally and serves all business sectors.



Business Expansion

Contracts – \$2.8 Million

Jobs Retained – 57

Scaling Up HIGH-GROWTH BUSINESSES

The Minority Business Development Agency (MBDA) Business Center San Antonio provides technical and management assistance to minority-owned, high-growth businesses that typically have revenues above \$1M. Scaling up enables these businesses to become strong competitors in local and global economies. In 2017, two specialty centers were added including the Export Center and the Advanced Manufacturing Center, making it the only MBDA Business Center with three operating Centers nationwide. For the second consecutive year, the MBDA Business Center San Antonio also received the “Century Club Outstanding Performance” award at the Annual MBDA National Conference; there are approximately 40 MBDA Business Centers in the U.S.

BY THE NUMBERS

ACCESS TO CAPITAL:
\$97 Million

ACCESS TO CONTRACTS/NEW MARKETS:
\$110 Million

BUSINESS GROWTH CONSULTING:
190



BRADLINK, LLC

In business for 13 years, Bradlink, LLC is an award winning SBA 8(a) Minority Woman-Owned small business that assists government and commercial clients with design, construction, and maintenance of buildings and infrastructure in Texas, and provides one-step building permit expediting services. With offices in San Antonio, Houston, and Dallas, the company is comprised of architectural designers, construction oversight staff, project managers, and building technicians. CEO Helen Callier worked with Business Development Specialist Jackie Jackson to access larger contracts including Lackland Air Force Base. Jackson also provided access to capital consulting, resource development, networking opportunities, organizational analysis, and partnerships with other MBDA clients. Bradlink, LLC was also recognized as a 2016 SBA award recipient, and the 2017 San Antonio Minority Enterprises Development (MED) Week Minority Construction Firm awardee.



ACE CO GENERAL CONSTRUCTION

In 2010, ACE CO General Construction CEO Betty Drennan connected with Business Development Specialist Jackie Jackson, who assisted Drennan in obtaining SBA 8(a) Certification. ACE CO specializes in construction management, parking lot and runway maintenance and repair, striping and seal coating, ADA compliance, concrete staining, general maintenance, electrical services, and more. Over the years, Jackson has also guided Drennan on access to contracts and capital consulting, resource development, networking opportunities, and organizational analysis. Today, ACE CO has expanded its services and has completed projects for Fort Hood Army Airfield, JBSA Camp Bullis, Naval Air Station Corpus Christi, and the TSA Training Facility Lackland, among others. ACE CO is VBE, MBE, and WBE certified.

ACCESSING LATIN AMERICAN TRADE

The San Antonio MBDA Export Center launched in early 2017 and strives to help minority-owned enterprises succeed as exporters to Latin American countries. After just six months, the Export Center worked with more than 40 businesses, providing export consulting, access to international markets, access to capital, and access to international contracts. The San Antonio MBDA Export Center is one of four MBDA Export Centers across the nation.

CORPORATE INTELLIGENCE



Contracts – \$13 Million
Jobs Created – 22
Jobs Retained – 40

Corporate Intelligence provides global education consulting services to institutions of higher learning and corporations. The San Antonio MBDA Export Center introduced the company to several U.S. community colleges to provide online workforce development and ESOL courses for labor unions, automotive manufacturers and municipalities in the Greater Sao Paulo region. In addition to making introductions, the Export Center provided strategic input regarding the company's business plan and presented U.S. and Brazilian government resources to support their endeavor. As a result of working with the MBDA Export Center, Corporate Intelligence entered into a contract and provided services to the Athena Global Institute in Brazil.

ADVANCING MINORITY MANUFACTURING

In 2017, the MBDA Business Center San Antonio also launched the San Antonio Advanced Manufacturing Center (SA-AMC). A nationwide program, the Center works in partnership with the Southwest Trade Adjustment and Assistance Center. SA-AMC assists minority-owned manufacturing firms improve productivity and profitability by facilitating access to contracts, subcontracting opportunities, and capital. In its first six months, the SA-AMC worked with over 30 businesses and entered into strategic partnerships with technical specialty centers, financial institutions, and Original Equipment Managers. The SA-AMC also facilitates business-to-business networking, teaming arrangements, and strategic partnerships.

LOGIK PRECISION

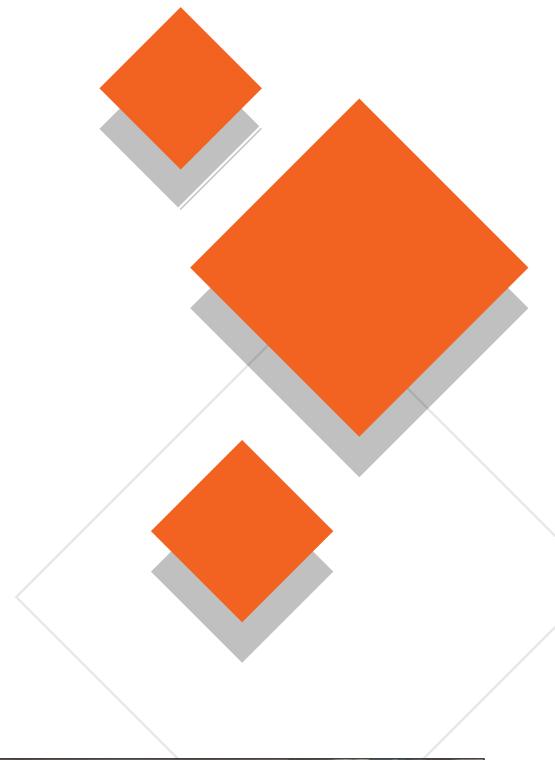


Line of Credit – \$24 Million
Jobs Retained – 23

In business since 1993, Logik Precision is a full service machine shop that manufactures parts and components for customers in various industry sectors including the U.S. Department of Defense, the National Aeronautics and Space Administration, and the Oil & Gas industry. The company's capabilities include Water Jet cutting, 3D printing, Wire EDM, Welding and Fabrication, KURAKI CNC Boring Mills and Lathes, and FARO Arm inspections. Project Director Henry Rodriguez and Strategic Business Consultant Javid Hajvaziri assisted Logik Precision's President, Carlos Sierra, by facilitating the process that allowed the company to secure a \$24M line of credit. This supported the company's working capital and allowed Logik Precision to reinvest in its operations and continue growing.

Trade Adjustment

The Southwest Trade Adjustment Assistance Center (SWTAAC) assists U.S. manufacturing and service firms that are affected by foreign competition to regain profitable growth. By providing management consulting and strategic business planning services and matching funds to manufacturers, the SWTAAC helps businesses compete in a global marketplace. The SWTAAC is one of eleven nationally operated Centers responsible for the administration of the Trade Adjustment Assistance for Firms program. The SWTAAC services firms in Arkansas, Louisiana, New Mexico, Oklahoma and Texas.



FORT WORTH GASKET & SUPPLY

Fort Worth Gasket & Supply (FWG) is a small, woman-owned minority business that supplies various branches of the U.S. Military with high-quality parts. The company provides gaskets, seals, and other industrial hardware to government agencies and prime contractors including DLA, Huntington Ingalls-Newport News Shipbuilding, General Dynamics, the U.S. Army Corps of Engineers, and others. FWG's portfolio includes the City of Fort Worth, City of Dallas, Siemens, Chesapeake Energy, AstraZeneca, and more. FWG supports different industries including waste water management, power generation, pharmaceutical, oil & gas, aerospace, and more. SWTAAC Project Manager Richard Sandoval worked with FWG Vice President Derek Boone to provide access to \$150K in capital, which allowed the company to implement trainings, improve systems, re-engineer products to grow sales by meeting more military specifications and requirements, and increase global competitiveness. SWTAAC first provided services to Fort Worth Gasket in 2014, when the company had \$3.3M in annual sales and six employees. Today, the company can report \$3.5M in annual sales and 10 employees.

VENTAMATIC, LTD.

Ventamatic, Ltd. has been a pioneer company in the ventilation industry since 1948. Based in Mineral Wells, Texas, the company manufactures air delivery and air movement products for the residential, commercial, industrial, and agricultural markets. The company is an industry leader with a reputation for quality, value, and customer satisfaction. Ventamatic's products are sold across North America through retail and wholesale distributors, home centers, and lumber and building materials suppliers. SWTAAC Project Manager Richard Sandoval worked with Chief Executive Officer Terry Siegel to provide access to \$150K in capital, which facilitated opportunities for Ventamatic to explore new designs, new markets, and build relationships with major E-commerce partners. When SWTAAC first provided services to Ventamatic in 2012, the company had 185 employees; today, the company has grown to 320 employees.

Roadrunners AT HEART

The University of Texas at San Antonio (UTSA) extends its reach into the heart of the city through its downtown campus, where it hosts the Division for Community Services, including the UTSA Institute for Economic Development. Approaching a nearly 40-year anniversary, the Institute firmly supports UTSA's community engagement mission through economic and community development.

While the downtown campus evolves as a living laboratory for learning, discovery, and engagement, the Institute thrives on lending its expertise to strengthen economies. Its seasoned business advisors remain focused on starting-up businesses, scaling-up businesses, and job creation at state, national, and international levels. On the research front, economic impact studies provide businesses, economic development agencies, workforce development boards, and city, state and federal governments with critical information regarding the inner workings of their organizations, communities, and economies.

Additionally, the Institute's SBDCGlobal program serves as a gateway to the Americas, spurring foreign job growth and economic development abroad while expanding market access for the U.S. Existing ties to Mexico, Central and Latin America, and the Caribbean continue to fortify, building opportunities for UTSA to collaborate on future projects.

The Institute also enriches student experiential learning. Students engage in real-world work practices including market research and presenting reports to clients. In some cases, students travel abroad to conduct economic development research. This exposure to intercultural knowledge and business practices builds world-ready citizens and creates a pipeline of young professionals with rich resumes.

UTSA is a leading "Urban Serving University" committed to stimulating economic development through Institute programs, while advancing our talent pool as a top Hispanic-Serving Institution and Carnegie Research Intensive public university.

As the Institute "Builds the Economy One Business at a Time," it aligns its strategic initiatives with UTSA's mission to advance knowledge through research and discovery, teaching and learning, community engagement, and public service.



An integral component of community services, the Institute for Economic Development connects The University of Texas at San Antonio (UTSA) with the city's expansive business community through multiple initiatives year-round.

Rural Texas

In its 8th year, the 2017 Texas Rural Challenge (TRC) attracted nearly 400 attendees who seized the opportunity to discuss small business, leadership, and economic and community development in Texas. Hosted in Waco by the Institute, the SBDC Rural Business Program, and the Office of the Governor, the statewide conference included over 20 educational sessions and memorable keynotes. But, the pinnacle of the conference featured two business plan competitions, which awarded \$20,000 to support the business endeavors of competing business owners and students.





Minority Business Excellence

On October 12, the 35th Annual Minority Enterprise Development (MED) Week Awards Ceremony, hosted by the MBDA Business Center San Antonio, recognized minority entrepreneurs and minority-owned businesses that exemplified excellence, innovation, and positively impacted San Antonio's economy. Held at the Norris Conference Center, over 300 attendees recognized the achievements of 12 area entrepreneurs and businesses.

Local Partnerships

As an official San Antonio Entrepreneurship Week (SAEW)

partner, the Institute also engaged in the five-day annual celebration. Events spread out across the city connected existing and aspiring small business owners. The Institute's day of "Entrepreneurial Essentials" offered 15 educational sessions at the UTSA downtown campus. Attendees also gathered for an evening reception that highlighted the successes the Institute's clients. More than 20 small business owners, including UTSA alumni, shared their stories of success. More than 150 people visited the Institute and over 1,500 people attended events throughout San Antonio.

Looking toward 2018, National Small Business Week is set for April 29 – May 5. The Institute will partner with the U.S. Small Business Administration (SBA) Regional Office to highlight area small business owners. On May 3, 2018, the San Antonio Small Business Week Awards will highlight winners' successes and contributions to the local economy, in addition to offering workshops and networking sessions.

Through its mission and strong community engagement, the Institute will continue to ensure that UTSA remains a driver of San Antonio's economic ecosystem.



The University of Texas at San Antonio Institute for Economic Development is dedicated to creating jobs, growing businesses, and fostering economic and community development. Services include professional business consultation, technical training, research, and strategic planning for more than 34,800 small-to-medium sized businesses and organizations annually.

Our programs primarily serve the Texas-Mexico border area as well as regional, national and international initiatives. Working in collaboration with federal, state and local government agencies, and business-sector partners and clients, the Institute for Economic Development is a principal driver of UTSA's community engagement mission.

VISION:

The Institute for Economic Development and our programs strive continuously to reach and lead the top-tier of our field, as a university-based economic development organization, on the national and international levels.

MISSION:

We are leaders in building the economy, strengthening businesses and communities through excellence in service.

VALUES:

Integrity: Building our reputation by being accountable, credible, ethical, and respectful.

Excellence: Exceeding stakeholder expectations by achieving results, demonstrating leadership and leveraging our resources and expertise.

Service: Delivering results and fostering diversity by being responsive, adding value, providing solutions, and collaborating.

Innovation: Fostering a culture of creativity by embracing change, lifelong learning and risk-taking.

UTSA The University of Texas at San Antonio™

501 W. César E. Chávez Blvd. | San Antonio, TX 78207
www.iedtexas.org